65+ Care Home Cost of Care Tool: Guidance for Local Authorities

We are pleased to announce the launch of the CareCubed Fair Cost of Care tool for 65+ Care Homes.

This free online tool was commissioned by CHIP (Care and Health Improvement Programme) (delivered by ADASS and the LGA (LOCAL GOVERNMENT ASSOCIATION)) for use by Care Home Providers and Local Authorities in England to input, share and collate data for the DHSC (Department of Health and Social Care) Cost of Care Exercise for 65+ Care Homes.

The tool builds on the already established and widely used CareCubed platform – which is used by over one third of councils and more than 50 providers across children and young people, working age adults and older people. If you would like to find out more about CareCubed please contact CareCubed@iese.org.uk.

This user guide is written from a Local Authority perspective and will walk you through the available functionality within the solution, from user registration through to viewing and querying data submissions.

1 Getting Started - How to Register for the Fair Cost of Care tool

Getting started on the CareCubed FCOC tool is simple. Follow the steps below to register for an account.

1.1 Step 1: Identify your primary user

As outlined in previous communications, you will need to identify a primary user to act as an administrator for your organisation. This person can add any additional users, including additional primary users, sub-users, and users with read-only access.

1.2 Step 2: Navigate to the **https://fcoc.carecubed.org/**

Your primary user should head over to https://fcoc.carecubed.org/ where you will see the log-in screen:

 To register for the FCOC tool – hit the green button at the bottom of the screen 'Have you registered yet?'

1.3 Step 3: Complete your registration details

Once you select "Have you registered yet?," you will be redirected to the following screen where you will see a radio button asking you to select what type of organisation you are:

Please select "Local Authority" as shown above and then choose the appropriate Local Authority from the drop-down list:

Once you have identified your chosen Local Authority, please complete the available fields, review the Terms and Conditions, and select 'Register now' to complete the sign-up process:

Primary user

ⓘ Please enter your own details below. You will be the primary user for this organisation, which will allow you control over your own additional FCOC users and account

First name	Example
Surname	Example
Email address	Example@email.com
Contact telephone	enter phone number here

Terms & Conditions

1 Terms & Conditions

By registering on fcoc.carecubed.org for the FCOC service, you agree to the following terms and conditions.

'Documentation' within these Terms and Conditions is defined as CareCubed associated media, printed materials and online documentation, including the Guidance Documents and FAQ Bank.

2 Licence

2.1 In consideration of your agreeing to abide by the terms in this agreement, and the payment of a fee (the Subscription) iESE hereby grants to you a non-exclusive licence to use CareCubed and the Documentation in the UK on the terms of this agreement.

2.2 You may:

✅ **I have read and agree to the Terms & Conditions above**

Register now

1.4 Step 4: Verify your email address

Once you have completed the registration form, you will receive an email asking you to 'verify your email address' as shown below:

○ **fcoc@iese.org.uk <fcoc@iese.org.uk>**   Tuesday, 10 May 2022 at 10:12
To: 🔴 Sherif Attia

fcoc

New FCOC organisation

Thank you for registering on the FCOC.

Please verify your email address to complete your registration for Kent.

© **iESE 2022**
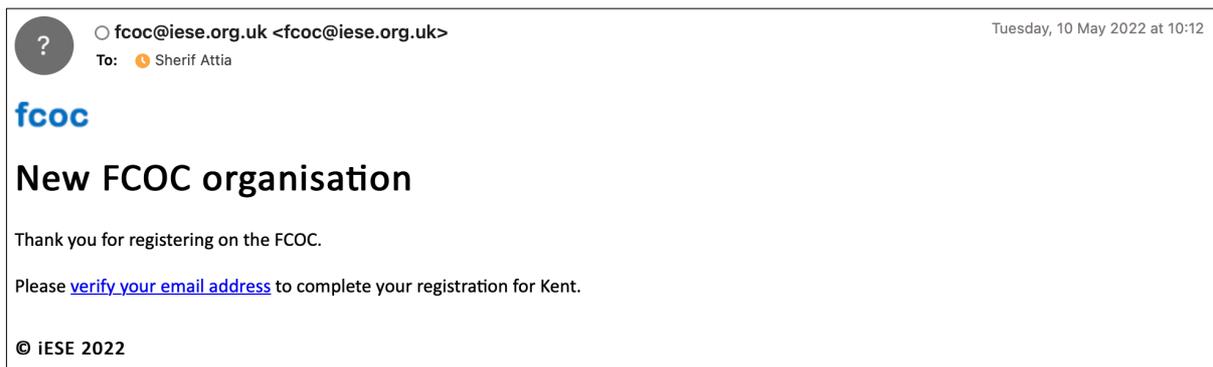
Once you have received the message, please click 'verify your email address'.

IMPORTANT: Please ensure you check your junk mail if this message is not received within 5 minutes of registering.

1.5   Step 5: Receiving your Log-in Details

Once you have verified your email address, you will receive a separate email providing you with a log-in password and hyperlink to access the online tool. You will see the following message:

*Your organisation's setup on CareCubed FCOC has been processed and is now complete. Your login details are shown below and will become active **within 5 minutes**.*

Once you have logged in, you will be able to invite new primary and sub-users to join you.

1.6   Step 6: Log in at **https://fcoc.carecubed.org/**
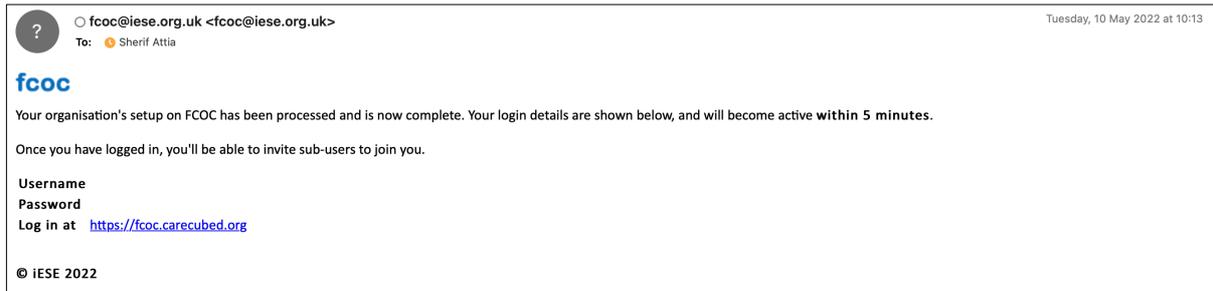
Once you have received your user credentials, please head over to https://fcoc.carecubed.org/ and log in to the system using your email and password:

Once you log into the system you will be redirected to the dashboard, please see below:
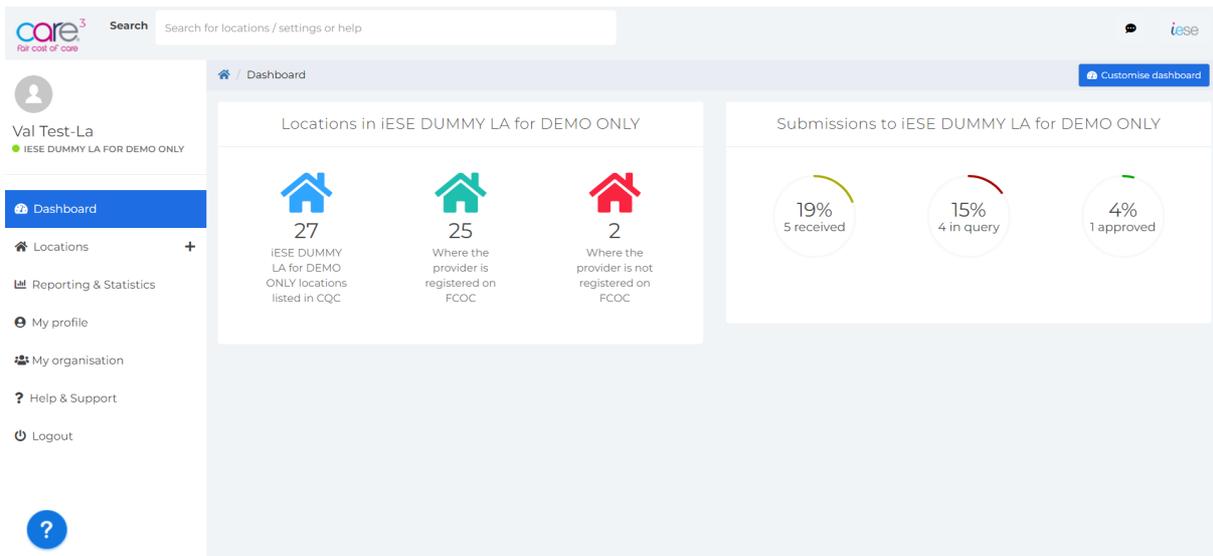
Your dashboard provides an overview of key metrics. This includes a total of the locations within your Local Authority area listed in the CQC and of those, which are registered / not registered in the CareCubed FCOC tool. You can also view the number of data submissions received, in query and approved.

From Wednesday 25th May, Providers will have access to the direct data entry function within the tool for per home data submission, calculations and data sharing with Local Authorities including responding to queries and making necessary edits. As a Local Authority you will be able to view submissions, put locations into query and approve submissions. Please encourage all of your providers to register and begin using the tool.

To support you with this new functionality, we have a series of walk throughs accessible via the blue question mark visible in the corner of the screen (see image above).

IMPORTANT: Full functionality, including multiple location template download and bulk data upload for Providers, and Local Authority data reporting will become available towards the end of the week commencing 23/05/2022.

2 Fair Cost of Care Support

If you have any issues or support queries, please contact the Fair Cost of Care support team by clicking on the speech bubble icon at the top of the screen and entering the details of the issue or query:
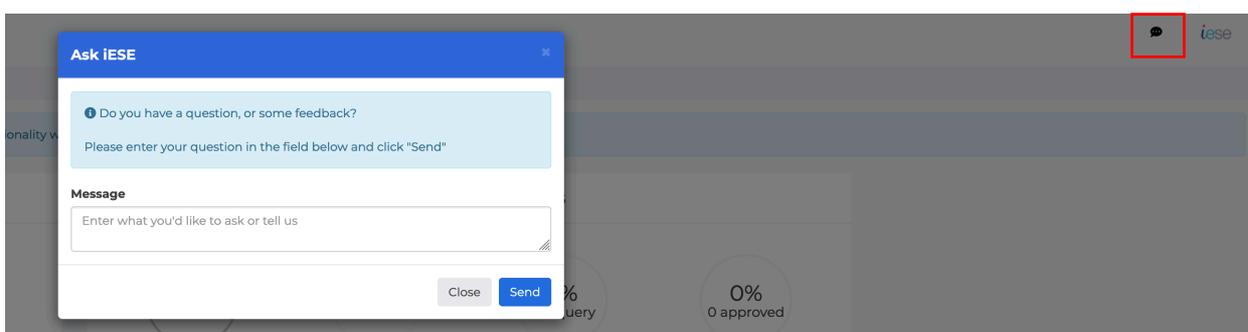
Alternatively, you can email us at carecubed@iese.org.uk.

2.1 Online Support

There is online support available within the application to guide you through key processes. If you need extra assistance or are unsure how to navigate through the CareCubed Fair Cost of Care tool, click the blue question mark in the bottom left corner of the screen:

This will open a help menu which contains several walk-through tutorials, instructional videos, and resources:
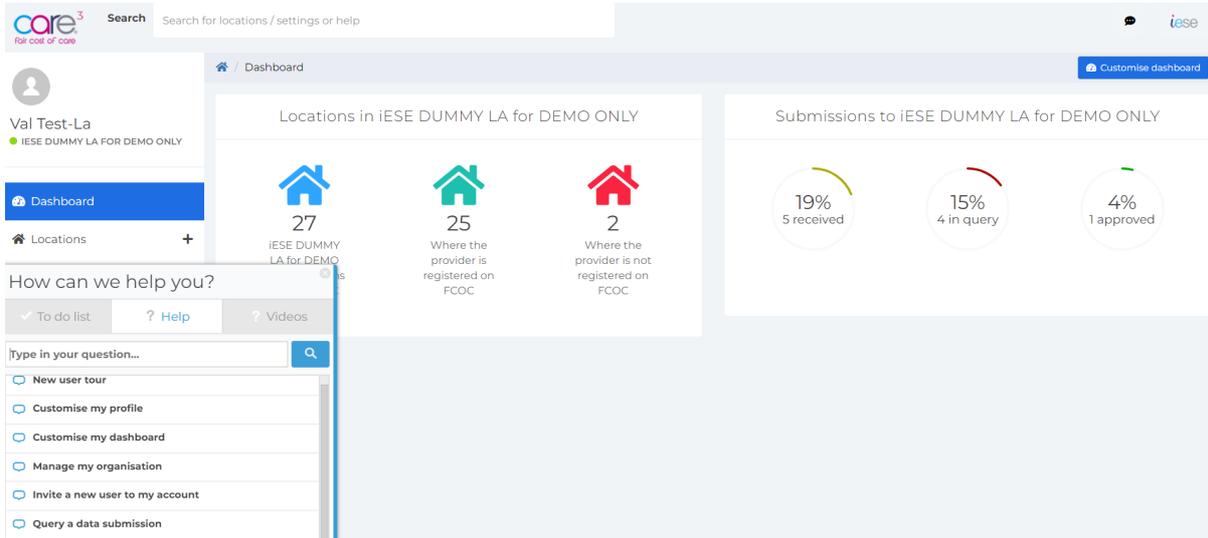
From here you can access:

- •   User Guide
- •   Instructional videos
- •   Guided tutorials

Throughout the tool there are tool tips which provide brief informative messages such as definitions of terms that appear when a user hovers over the icon or clicks into a field:
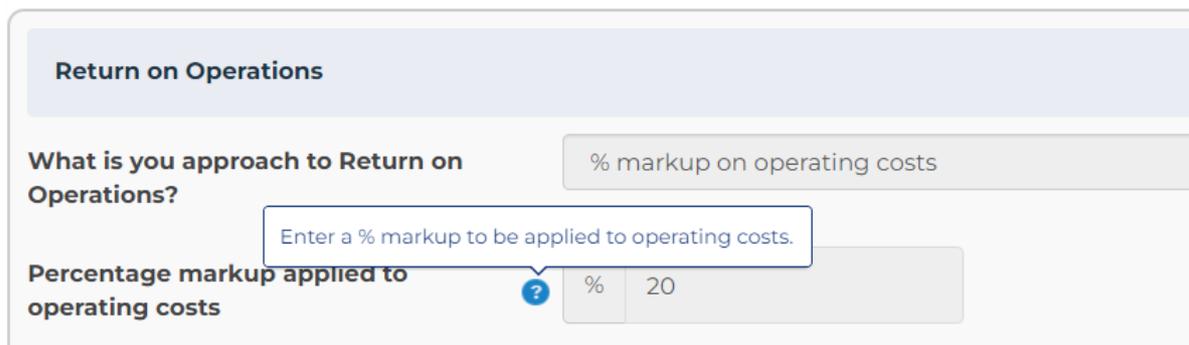
Please note – You may have difficulty viewing the in-app guidance and tooltips if using Safari as your browser. If you experience any difficulty, please use an alternative browser such as Chrome or Edge.

3   My Organisation

The 'My organisation' section of the tool is available from the left-hand menu. From here you will be able to access user management and security settings:
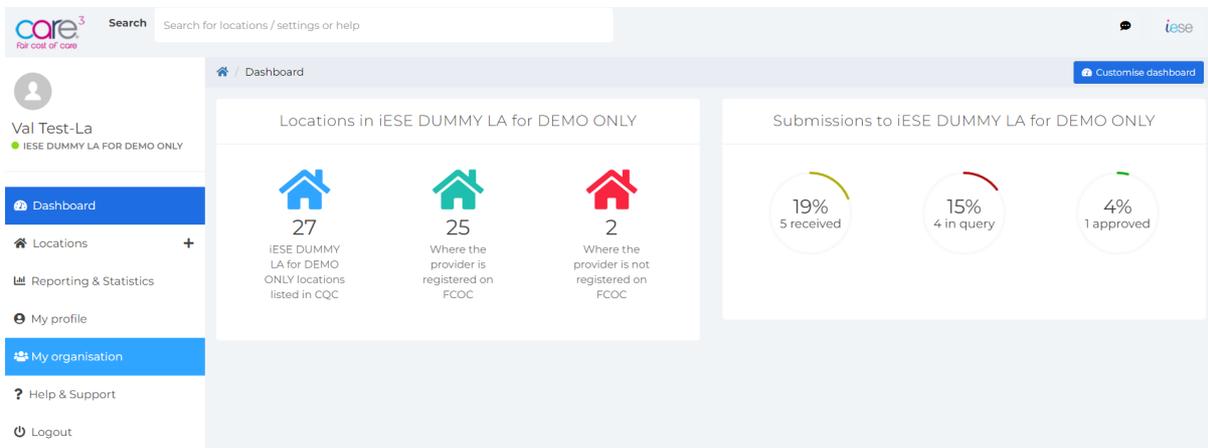
3.1   What is a primary user?

Within the CareCubed Fair Cost of Care tool there are three user types: **primary users, sub-users** and **read-only users**. Sub-users are the "ordinary" users who work withlocations and reports. Read-only users can view Location but not make edits or create their own.

Primary users have additional administrative capabilities for managing their users and certain organisation-wide settings. We recommend that each organisation has 2 or 3 primary users to provide contingency

3.2 Manage team

The first tab within the My Organisation section is for managing your team and setting access privileges:
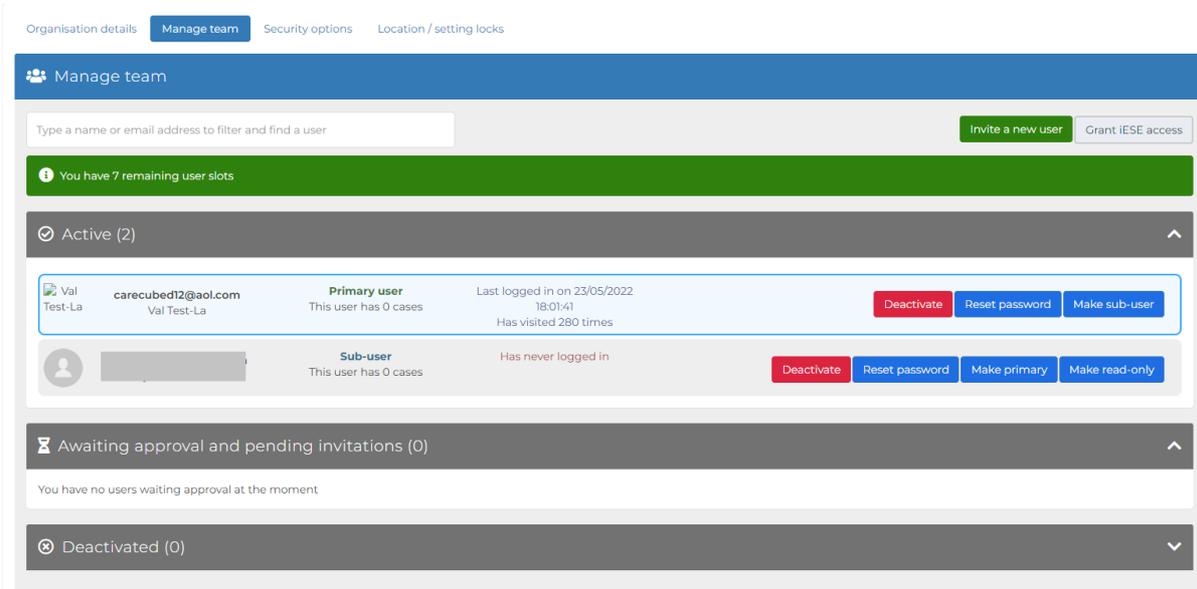
Your user lists are divided into active users, those awaiting approval, and those who have been deactivated. You can expand or collapse each list with the arrow at the right-hand side of the screen.

3.3 Inviting a new user

A Primary User can invite users to join CareCubed Fair Cost of Care tool via the "Invite a new user" button in the top right of the Manage Team tab. This process is managed solely by the organisation. To invite a new user, enter the user's details in the short form shown below:

This new user will then receive an email with login details. Upon clicking the link within the email, the new user will be sent a password to access the system.

IMPORTANT – Please ask colleagues to check junk/spam folders if they do not receive the email within 5mins of the invite being sent.

3.4   Updating user roles

It is possible to have up to 3 Primary Users per organisation. This helps avoid issues where a primary user is temporarily unavailable. To convert a sub-user to a Primary User, simply choose the "Make primary" option next to their name in the "Manage team" section. Primary Users are indicated in blue with a blue outline in the list:

To convert a Primary User back into a sub-user, choose the "make sub-user" option next to their name. Please note that, the system will not allow you to deactivate the last Primary User or make a 'sub-user'. To convert a sub-user to a read-only user, click "Make read-only" next to the user's name in your case list.
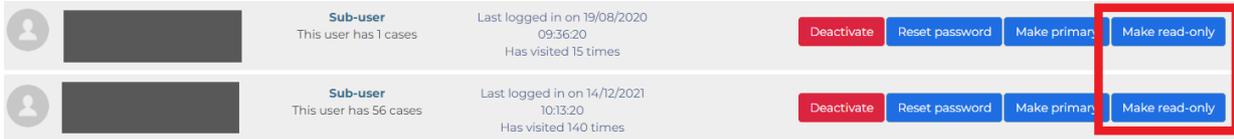
A message will pop up asking you to confirm this action. Once confirmed, the user list will change, and the read-only user will show "Read only" as their user type. A primary user can reverse this at any time by clicking "Release read-only", at which point the user will return to a standard sub-user.

3.5   Deactivating a user

Users can be deactivated by clicking the "Deactivate" button next to their name in the user list. It is important that any users leaving your organisation are deactivated so that they can no longer access the tool.

3.6   Security Options

Within the Security options tab, a primary user can set the security rules for the organisation's account including password settings and turning on 2-Factor-Authentication:
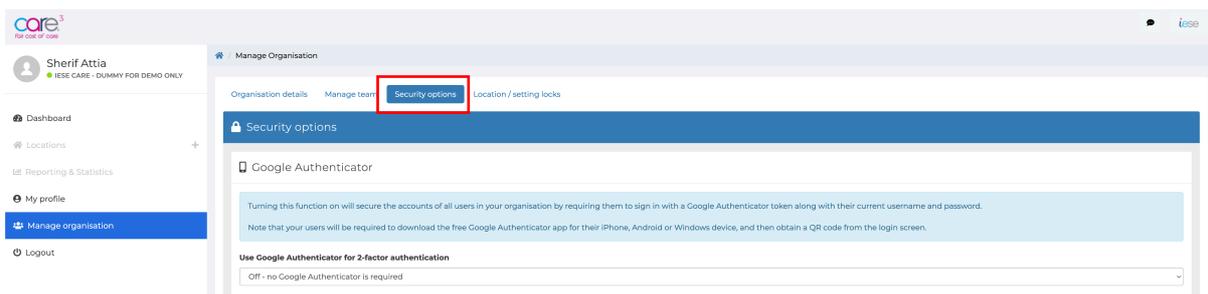
3.7   Setting Password Policy

There is a base level password complexity set by the tool, however if you wish to add to this, scroll down to "Password Policy" within the Security options tab.

The following inputs can be amended:

- •   Minimum password length

- Required number of upper-case letters
- Required number of lower-case letters
- Required number of numbers
- Required number of special characters

Hitting save changes will update this policy for your whole organisation and prompt users to create a new password the next time they log in.

From here you can also set automatic password expiry dates which will prompt users within your account to periodically change their password after a set number of months. These can be set at 3, 6 or 12 months.

3.8   Multi-Factor-Authentication - Google Authenticator

Multi-Factor-Authentication adds an extra layer of security to your organisation's account by requiring all users to provide an extra proof of identity.

To turn this function on, switch the dropdown to "On - all users in this organisation must use Google Authenticator when logging in":

Google Authenticator

Turning this function on will secure the accounts of all users in your organisation (including any place based users) by requiring them to sign in with a Google Authenticator token along with their current username and password.

Note that your users will be required to download the free Google Authenticator app for their iPhone, Android or Windows device, and then obtain a QR code from the login screen.

Use Google Authenticator for 2-factor authentication

Off - no Google Authenticator is required

On - all users in this organisation must use Google Authenticator when logging in
Off - no Google Authenticator is required

When logging in with 2-Factor-Authentication turned on, you will need to get a Google Authenticator QR code token. To do so, click "Need a token code?":

Get a GA token

ℹ Enter your email address below and a Google Authenticator token will be emailed to you

Email address*

Back to the login screen   Get a token

Enter your account's email address and click "Get a token". You will then see a confirmation screen:

Get a GA token

✔ We've sent you an email with your Google Authenticator token code in. Please check your spam or junk folders if you don't recieve this within 5 minutes.

ℹ Enter your email address below and a Google Authenticator token will be emailed to you

Email address*

Back to the login screen   Get a token

You will then receive an email containing a QR code:

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Please find the Google Authenticator token for your account below:

As your organisation has opted to use Google Authenticator 2-factor authorisation in CareCubed, you should:

- Download the free Google Authenticator app for your iOS, android or Windows device from your appropriate app store
- Scan this code into the app
- Open the app whenever you log in, and use the generated sequence of 6 digits to authenticate

Next Download Google Authenticator from the app store and press the "+" icon in the bottom right:
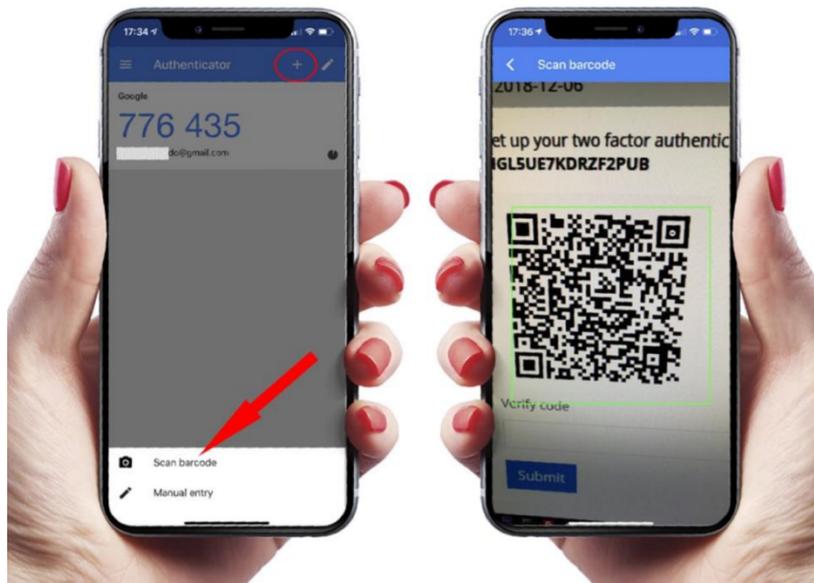
Touch "scan a QR code" then point your device at the screen and scan it. You'll now have the token code for your account. Return to the login page and enter the username, password and your Google Authenticator token before the timer runs out. The token will appear within you Google Authenticator application.

All users can access their QR code for google Authenticator within the "My Profile" section when 2 factor authentication is switched on.

Turning Google Authenticator on is for everyone within your organisation's account.

3.9   Location / setting locks

Location locks are applied whenever a user is working on a location and inputting data. This ensures the active user can enter data and prevents any other users from accessing the location.

To support users within the system, we have included within the My Organisation area functionality to release any locations currently being locked to enable a primary user to overwrite any locks applied by a user within the system:
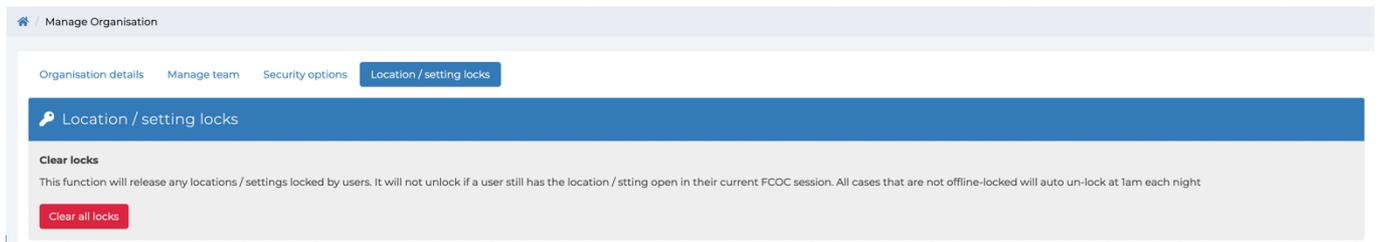
To clear all locks, simply hit the red button shown above.

4 My Profile

The My Profile section of the tool enables you to update key personal information, change your password and sign up for notifications.

From this section you can set your personal details including first name, surname, and telephone number. You can also use this section to upload a profile image:
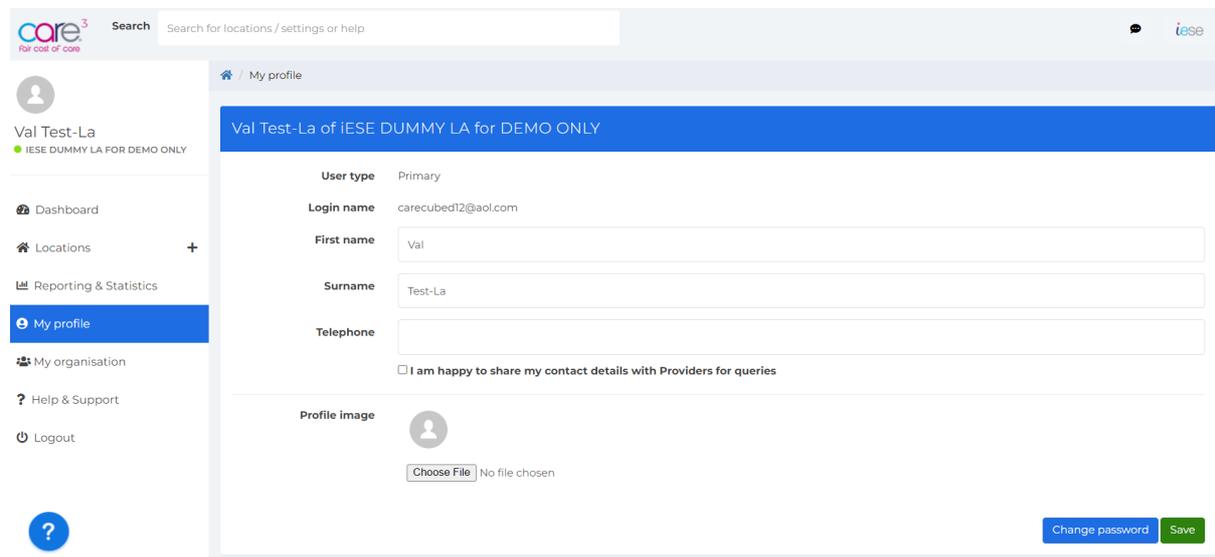
4.1 Notifications

From the My Profile section of the tool, you can switch on and off the following notification:

- **I am happy to share contact details with Providers for queries**: Turning this on will make your contact details available to Providers who share data with you to enable them to contact you regarding queries.

5   My Locations

To access your Local Authority area care home locations and view submissions, please navigate to **'Locations'** via the menu on left of your screen:
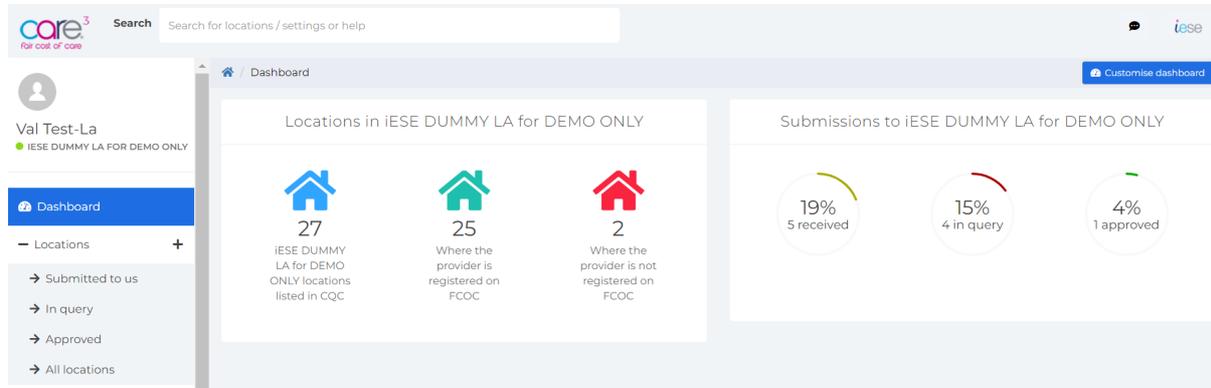
Your 'Locations' are grouped by submission status in the left-hand menu as shown above. These are as follows:

- **Submitted to us** – For locations Providers have submitted data to you for.
- **In query** – For locations you have put into query after making comments on the submission data.
- **Approved** – For locations that data has been submitted for and approved by you.
- **All locations** – A list of all your locations irrespective of status.

5.1   Location data submitted from Providers

Once a provider has submitted location data to you, you will be able to view this by heading to the 'Submitted to us' area from the left-hand navigation menu:
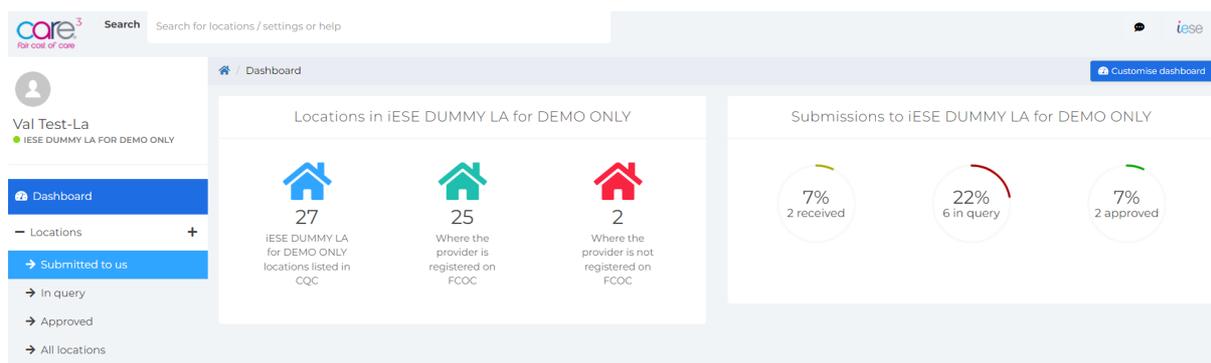
Here you will see a list of locations for which data has been submitted. Clicking 'Open' on any of these will bring up all the data a Provider has entered for a particular Care Home.

The following sections will take you through the tabs a Provider will enter data for, and the information they have been asked to enter for the different fields.

5.2 Details about this location

The first section asks for some basic information related to the Home:

This asks the provider for the following information:

- CQC Registered capacity
- Does this home operate under a PFI contract?
- Was this home closed for any part of 2021/22?
- If so, for how many days was it closed?
- Notes about the home

*For detailed guidance on each of the data items included as part of the collection please refer to the Data Items guidance document available from within the help section of the tool.

5.3 Expenditure

The next section asks the provider to provide cost data on the Care Home Expenditure for 2021-22. This includes Care Staff Costs, Care Home Supplies & Services Costs, Care Home Premises Costs, Head Office/Central Costs.

The reference period for expenditure data collection is 1st April 2021 – 31st March 2022.

Importantly, within this section the provider has the option to uprate costs in line with inflationary % increases or decreases as of April 2022. This enables the provider to provide known inflationary uprates based upon costs as of April 2022.

5.3.1 Care Staff Costs

In the first part of this section the provider will be asked to provide Care Staff Costs (£) for the reference period **including staff on-costs & agency staff costs:**

2. Expenditure

⚠ Please provide the following costs for the financial year 2021-22, and optionally, as an uprated cost as at April 2022.

Would you like to specify an uplift?   Yes

Care staff Costs

	Actual expenditure (£) per charging period (2021-22)	% uplift to bring to April 2022 cost base	Uprated figures using April 2022 cost base
Registered nursing staff	£	% 0	£ 0
Nursing assistants, associates or equivalents (non-RGN)	£	% 0	£ 0
Senior Carer or equivalents	£	% 0	£ 0
Carer	£	% 0	£ 0
Therapy staff (Occupational and Physio)	£	% 0	£ 0
Activity Coordinators	£	% 0	£ 0
Registered manager	£	% 0	£ 0
Deputy	£	% 0	£ 0
Other	£	% 0	£ 0

For detailed guidance on each of the items listed, please refer to the data items guidance sheet.

5.3.2   Other Staff Costs

Next, the provider will be asked to provide Other Staff Costs (£) for the reference period **including staff on-costs & agency staff costs**:

Other Staff Costs

	Actual expenditure (£) per charging period (2021-22)	% uplift to bring to April 2022 cost base	Uprated figures using April 2022 cost base
Reception & Admin staff at the home	£	% 0	£ 0
Chefs/cooks	£	% 0	£ 0
Domestic staff (cleaning, laundry & kitchen)	£	% 0	£ 0
Maintenance & gardening	£	% 0	£ 0
Other care home staffing	£	% 0	£ 0
Notes on care home staffing			

5.3.3   Care Home Supplies & Services

The next section asks for information related to Care Home Supplies & Services (£) and is requesting the total expenditure for the reference period. This is total expenditure on Care Home Supplies and Services – **INCLUDING any outsourced supplies & services costs**:

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fair cost of care

Care Home Supplies & Services			
	Actual expenditure (£) per charging period (2021-22)	% uplift to bring to April 2022 cost base	Uprated figures using April 2022 cost base
Food supplies	£	% 0	£ 0
Domestic and cleaning supplies	£	% 0	£ 0
Medical supplies excluding PPE	£	% 0	£ 0
PPE	£	% 0	£ 0
Office supplies (Home specific)	£	% 0	£ 0
Insurance (all risks)	£	% 0	£ 0
Registration fees	£	% 0	£ 0
Telephone & Internet	£	% 0	£ 0
Council tax / rates	£	% 0	£ 0
Electricity	£	% 0	£ 0
Gas	£	% 0	£ 0
Water	£	% 0	£ 0
Trade and clinical waste	£	% 0	£ 0
Transport & Activities	£	% 0	£ 0
Other supplies and services costs	£	% 0	£ 0
Notes on care home supplies & services			

As before, the provider will be asked to provide actual expenditure for 2021-22 in the left-hand column, and a % uprate to account for known inflationary costs as of April 2022.

5.3.4   Care Home Premises Costs

The next section asks for cost data related to Care Home premises costs. This section is used to record expenditure on care home premises excluding rent, mortgage, and buildings depreciation. Premises insurance should be included in the Supplies and Services section. Providers are asked not to include depreciation, rent, and mortgage costs, these are captured separately:

Care Home Premises Costs

		Actual expenditure (£) per charging period (2021-22)	% uplift to bring to April 2022 cost base	Uprated figures using April 2022 cost base
Fixtures & Fittings	?	£	% 0	£ 0
Repairs and maintenance	?	£	% 0	£ 0
Furniture, furnishings and equipment	?	£	% 0	£ 0
Other premises costs	?	£	% 0	£ 0
Notes on care home premises		↶ ↷ **B** *I* ✏ ∨ ≡ ≡ ≡ ≡ ⋮≡ ⋮≡ ⫤ ⫢ I_x		

*For detailed guidance on each of the items listed, please refer to the data items guidance sheet.

As before, the provider will be asked to provide actual expenditure for 2021-22 in the left-hand column, and a % uprate to account for known inflationary costs as of April 2022.

5.3.5 Head Office/Central Costs

This next section is asking for Head Office/Central Costs expenditure for the year 2021-22. This section records expenditure on head office costs including central/ regional management, support services and recruitment. The provider is asked to include any outsourced costs here. If the provider is a smaller organisation, these costs may be included as part of home management staffing expenditure:

Head Office related Costs

		Actual expenditure (£) per charging period (2021-22)	% uplift to bring to April 2022 cost base	Uprated figures using April 2022 cost base
Central / regional management	?	£	% 0	£ 0
Support services (finance / HR / legal / marketing)	?	£	% 0	£ 0
Recruitment, Training & Vetting (inc. DBS checks)	?	£	% 0	£ 0
Other head office costs	?	£	% 0	£ 0
Notes on head office costs		↶ ↷ **B** *I* ✏ ∨ ≡ ≡ ≡ ≡ ⋮≡ ⋮≡ ⫤ ⫢ I_x		

As before, the provider will be asked to provide actual expenditure for 2021-22 in the left-hand column, and a % uprate to account for known inflationary costs as of April 2022.

5.4 Return on Operations and Return on Capital (ROO/ROC)

The next section asks the provider to state their approach to Return on Operations and Return on Capital:

5.4.1 Return On Operations (ROO)

This section allows the provider to state their approach to ROO, choosing either a % mark-up on operating costs, or a total amount for the home:

5.4.2 Return On Capital (ROC)

In this section the provider will be asked to whether they would like to provide a % of the home valuation or a per resident per week (£) for the Care Home.

If Providers completing returns for rented properties wish to provide a Return on Capital (ROC). This can be provided in the Per resident per week ROCE value which will be a lower amount given the property is rented and will reflect the ROC for their investment in the services excluding the property valuation element.

If the provider wishes to provide a % of the home valuation, they will enter details on the following:

- Property freehold valuation
- Year of valuation
- Was the valuation carried out in line with the RICS Red Book?
  https://www.rics.org/uk/upholding-professional-standards/sector-standards/valuation/red-book/

Return on Capital

Is the property rented?	No
Property freehold valuation	£
Year of valuation	📅
Was the valuation carried out in line with the RICS Red Book?	No
Do you wish to provide your Return on Capital figure as a % of property valuation OR as a per resident per week value for the care home?	% of the home valuation
Return on Capital	%

Return on Capital total charge to home	2021-22	Uprated 2022
	£0	£0

5.4.3   Specific property details

This section asks non-mandatory context specific questions about the home to help illustrate some of the specific environmental factors that impact the level of capital invested and cost of delivering care in this location:

Specific property details

Is the home purpose built?	
What year was the home built (approx.)?	
No. of en-suites	
No. of wet rooms	
No. of communal bathrooms	
What is the average room size in square metres?	m²

5.5   Occupancy

This section asks the provider to provide average occupancy rates for 2021-22 – the reference period of cost data collection. They will also be asked to provide a breakdown of residents by funding source, as well as current occupancy levels as of April 2022.

5.5.1   Home Occupancy 2021-22 averages

This asks the provider to give the average operational bed capacity and occupancy for the home overall for 2021/22, for each of the care types listed:

As seen above, the provider is asked to enter occupancy numbers, split into the following needs groups for the 2021 to 2022. The provider is also asked to provide a breakdown of resident occupancy by funding source, e.g., how many of the residents are either LA funded, CHC funded or self-funders.

As seen above, the provider will receive an error warning if the numbers the provider have entered do not total the number of active beds the provider have entered.

5.5.2   Home Occupancy as of April 2022

Next, the provider is asked to enter occupancy as of April 2022. This is to support Local Authorities uprating costs based upon current occupancy to mitigate for potentially low occupancy within Care Homes for the year 2021-22:

5.6   Staffing Hours (Unit Occupancy April 2022)

This next section asks the provider to breakdown staffing hours and resident occupancy for each of the units within the Care Home using current data for April 2022. The purpose of this is to help identify different hours for residents with different support needs.

The provider can provide this as a single staffing unit for the entire home or as multiple:

As shown above, this section asks for the number of staffing units the provider wishes to provide data for and a breakdown of direct staffing hours required to support the residents in the home or staffing unit. This is the total staff hours per week by staff type for the unit and includes employed, agency and bank staff hours combined. This is repeated for each Unit the provider wishes to specify data for.

This section then asks the provider to provide April 2022 occupancy for each of the care types listed – without nursing/dementia, with nursing/dementia.

For detailed guidance on each of the items listed, please refer to the data items guidance sheet.

5.7   Staff Costs

This next section will ask for direct staff costs at April 2022 rates including bank staff (employed and agency). This will help Local Authorities provide uprated staffing costs in line with the guidance set-out by DHSC.

The provider will be asked to provide data related to staff on-costs, cover costs, rates of pay and average weekly agency hours. We will walk through these each in turn below.

5.7.1   On-Costs

The first section asks for data related to staff on-costs. This includes Employers NI, Average Pension contribution and the apprenticeship levy. The provider will then be asked to provide data for cover costs as days e.g., Holiday, Training, Sickness etc. Please see an example below:

What is inputted will be calculated as a percentage staff on-cost, as shown above.

5.7.2 Staff Costs

The next set of fields asks for staff rates of pay. The provider will be asked to provide Employed staff costs - average hourly pay rate excluding on-costs including bank staff, and Agency staff costs – average hourly pay rates.

5.7.3 Agency Staff Hours

The next section asks for data related to average agency staff hours over the last quarter. Agency staff hours - average per week over the last quarter. This is the provider's average weekly agency staff input over the last quarter. We are asking for an average over the last quarter to provide a more accurate reflection of the provider's ongoing agency costs. This information will enable a more accurate representation of direct staffing costs per resident per week by offering a current view of agency staffing requirements:

As shown above, the provider will be asked to specify hours per week over the last quarter for each of the staff types listed.

5.7.4   Whole home summary

Once the provider has completed this section, a whole home summary table at the bottom of the page will display an overview of:

- total average hours by staff type for 2021-22
- average hour per week of agency staff
- hourly rates for both employed and agency staff
- the cost per week for both employed and agency
- the combine cost of agency and direct staffing
- a blended rate per hour for each staff type

Whole home summary	Total hours for April 2022	Hours p/w agency	Hourly rate agency	Cost p/w agency	Hours employed	Hourly rate employed	Cost p/w emp	Total cost	Blended rate per hour
Nursing staff	150	12	£50	£600	138	£37.17	£5129.46	£5729.46	£38.2
Nursing assistants	100	20	£28	£560	80	£18.58	£1486.4	£2046.4	£20.46
Carer	140	25	£20	£500	115	£16.11	£1852.65	£2352.65	£16.8
Senior Carer (or equivalents)	0	12	£28	£336	-12	£28.49	£-341.88	£-5.88	£0
All nursing staff	150			£600			£5129.46	£5729.46	£38.2
All care staff	240			£1396			£2997.17	£4393.17	£18.3

5.8   Summary

Finally, the next section provides an overview of the data the provider has entered about the care home. This breaks down costs into a per resident per week value, for each of the 4 care categories identified, and provides a per resident per week value irrespective of need:

Cost	Care Home occupied beds without nursing	Care Home occupied beds without nursing with dementia	Care Home occupied beds with nursing	Care Home occupied beds with nursing, dementia	All places, irrespective of need (April 2022 Rates)	All places, irrespective of need (2021-2022 Rates)
Care home staffing						
Nursing staff	0	0	0	0	0	0
Care staff	0	0	0	0	0	0
Therapy Staff (Occupational & Physio)	0	0	0	0	0	0
Activity Coordinators	0	0	0	0	0	0
Service Management (Registered Manager / Deputy)	0	0	0	0	0	0
Reception & Admin staff at the home	0	0	0	0	0	0
Chefs / Cooks	0	0	0	0	0	0
Domestic staff (cleaning, laundry & kitchen)	0	0	0	0	0	0
Maintenance & Gardening	0	0	0	0	0	0
Other care home staffing	0	0	0	0	0	0
Section total	£0	£0	£0	£0	£0	£0
Care home premises						
Fixtures & Fittings)	0	0	0	0	0	0
Repairs & Maintenance	0	0	0	0	0	0
Furniture, furnishings and equipment	0	0	0	0	0	0
Other care home premises costs	0	0	0	0	0	0
Section total	£0	£0	£0	£0	£0	£0
Care home supplies and services						
Food supplies	0	0	0	0	0	0
Domestic and cleaning supplies	0	0	0	0	0	0
Medical supplies excluding PPE	0	0	0	0	0	0
PPE	0	0	0	0	0	0
Office supplies (Home specific)	0	0	0	0	0	0
Insurance (all risks)	0	0	0	0	0	0
Registration fees	0	0	0	0	0	0
Telephone & Internet	0	0	0	0	0	0

5.9   Notes

The notes section allows the provider to give a commentary or additional context about the care home:

This is an optional tab and is designed to help the provider communicate any specific context with the Local Authority.

5.10 In query

If you wish to query the location data which has been submitted to you, you will be able to make comments at a field level or general notes within the notes tab:
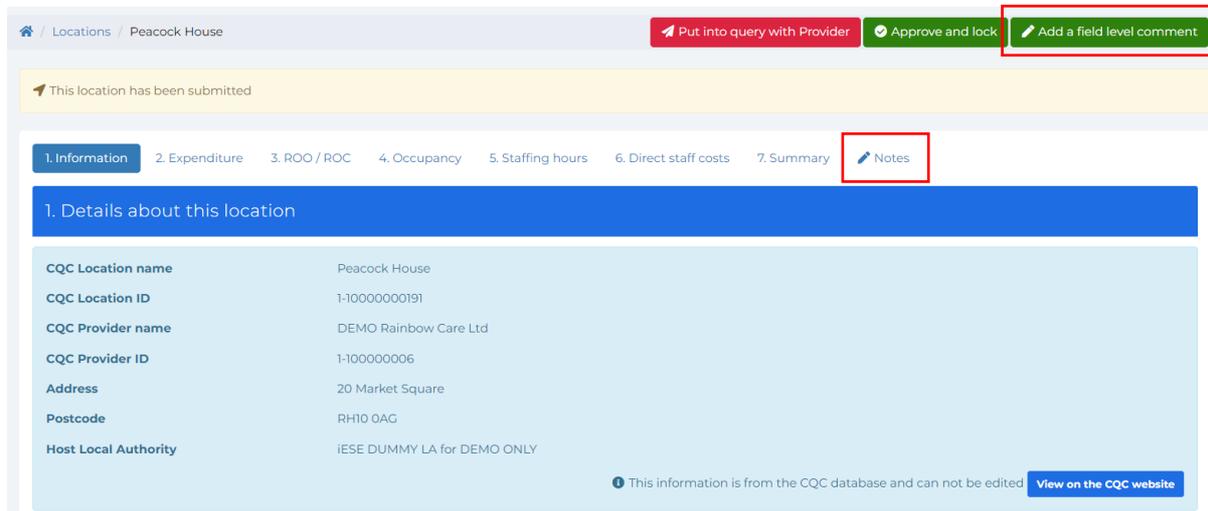
Once you are happy with the comments you have made, click 'Put into query with Provider'. The Provider's team will receive an email notifying them that a location has been put into query.

Please note, once you have put a location into query you will not be able to make any further comments until the Provider has re-submitted.
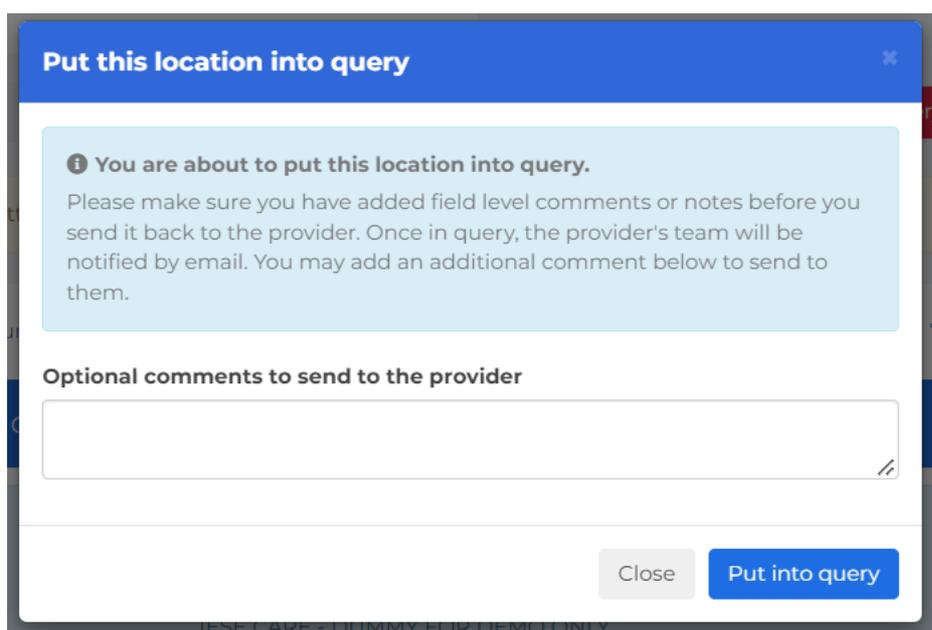
5.11 Approved

Once you are happy with the location data which has been submitted, click 'Approve and lock'.

5.12 All locations

To view the full list of locations in your Local Authority area, click 'All locations'.

From here you can see whether a Care Home provider is registered on CareCubed FCOC.

We recommend contacting Providers not registered to let them know you are using CareCubed FCOC and encourage them to do the same to provide a consistent, streamlined approach.

6   Raw Data Export

To support the management of your data, we have introduced the functionality to be able to download your raw data into a CSV file. Below we walk you through how to access the raw data export and download all location related data into a single file.

6.1   What is the raw data export?

The raw data export allows the user to extract all the collected raw data into a CSV file, for further analysis. It is easy to access this data via the 'Reports and Data extracts' sub-menu:
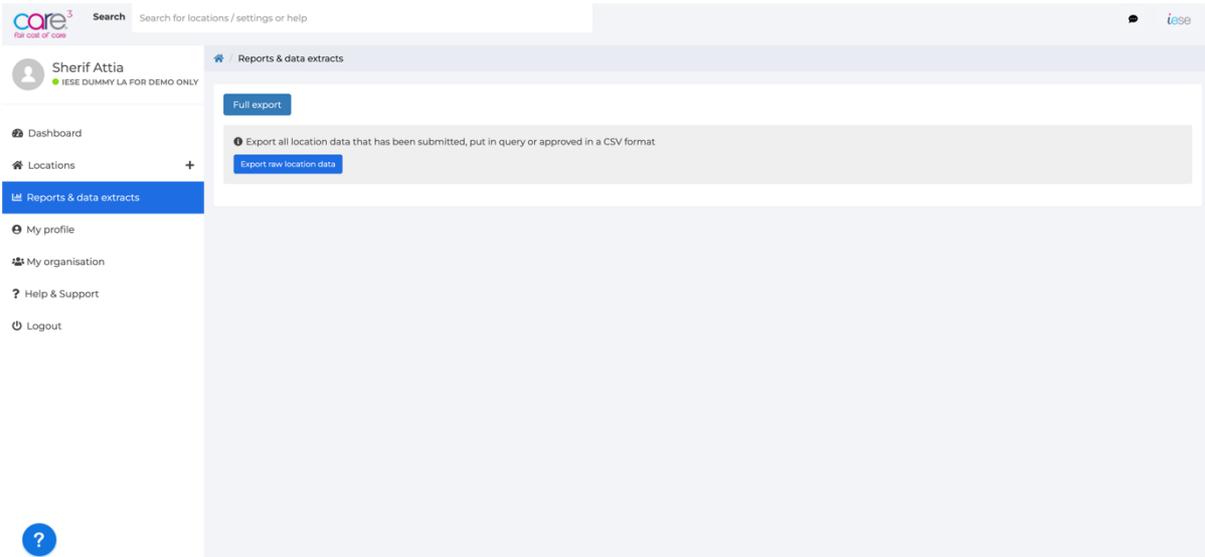
To download your data into a raw CSV export – please select the button above 'Export Raw Location data'. This will download all your raw data into a convenient CSV file to use.

We have also included a document providing an overview of the fields in the import to aid with the analysis of this information, available in the help and support section of the tool.

7 Out of Area (OAR) Data Requests

Where Local Authorities are placing within Care Homes outside of their immediate commissioning area, they may wish to receive this data from these Care Providers to use as part of the cost of care exercises.

We have included functionality within the tool to enable Local Authorities to request this information from Care Providers, and for Care Providers to approve the sharing of this data.

7.1 Requesting Out of Area Data

The process begins on the Local Authority side, regardless of the state of the location. To begin a request Local Authorities will see a new button on their dashboard:
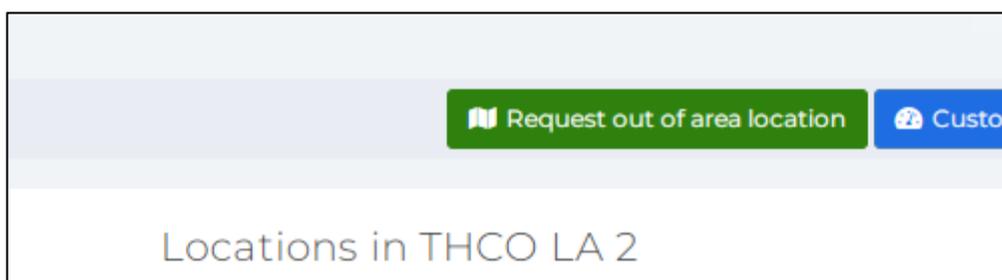
Local Authorities can perform searches by location ID or location name:
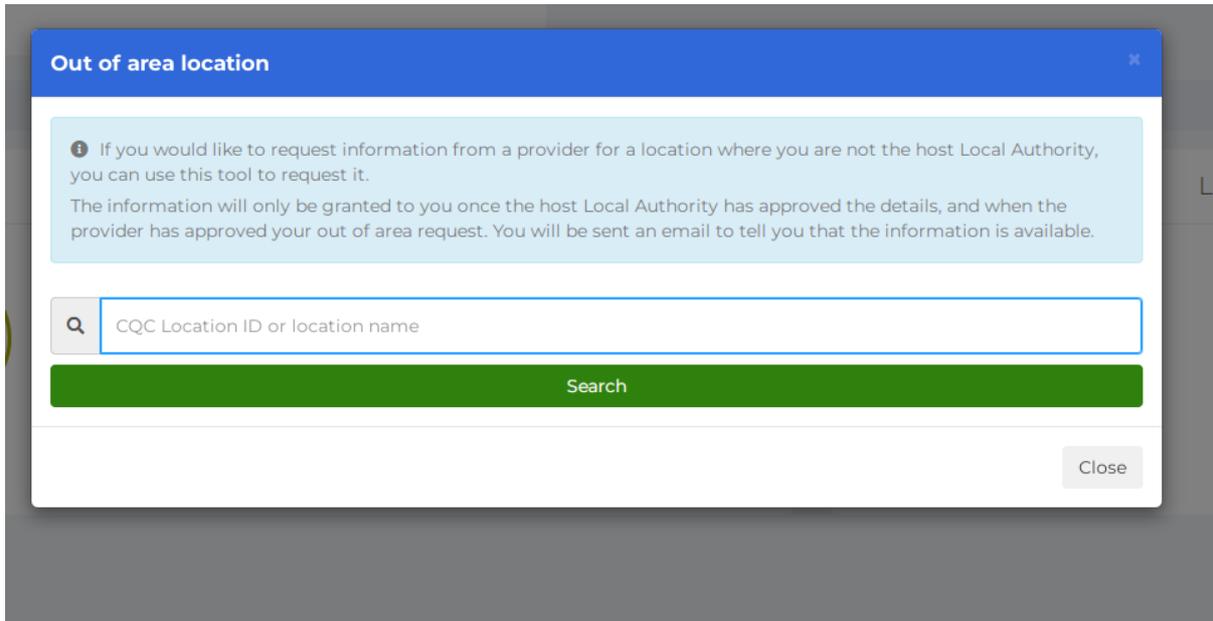
Any results will appear - and it will only show those **where the LA is not the host LA**. This is to stop them effectively requesting Out of Area access to their own host locations. We show the host LA on the search results and - should any be approved - this is also visible:
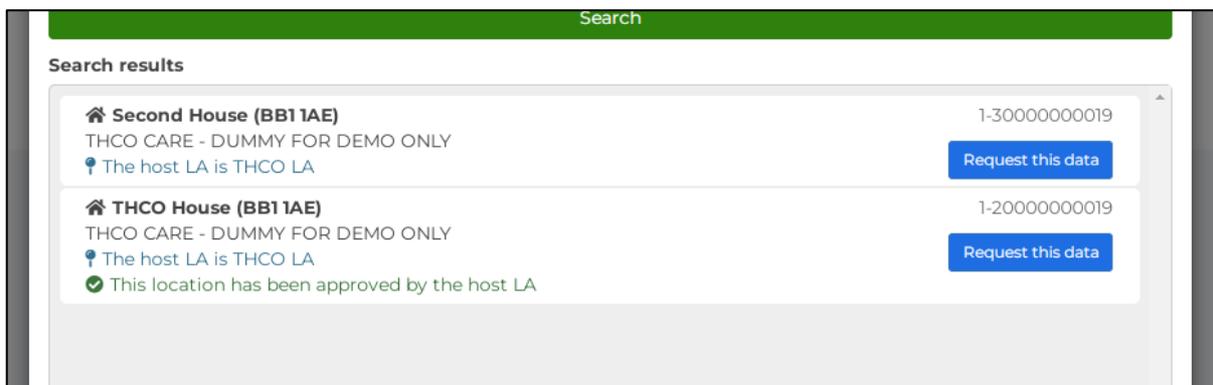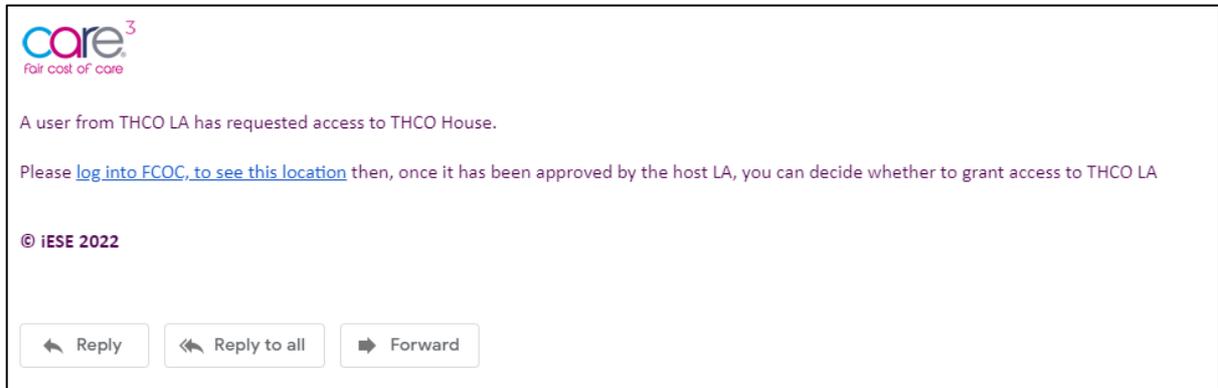

They can select any they wish to request, and will get a confirmation:
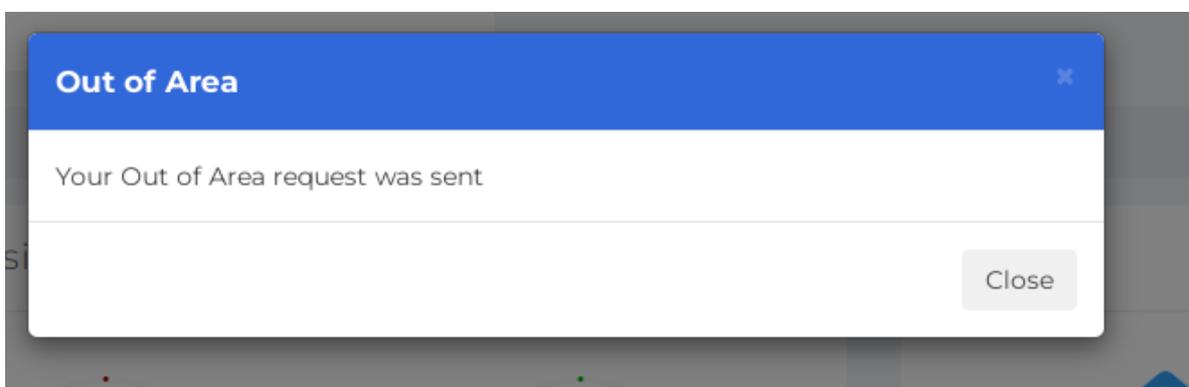
It is now over to the Care Provider to approve the data set with the host LA before approving the OAR.

7.2   Approving or rejection an OAR data request

If the attached provider has registered on FCOC, all users at the provider receive a message to tell them about the request:

A user from THCO LA has requested access to THCO House.

Please log into FCOC, to see this location then, once it has been approved by the host LA, you can decide whether to grant access to THCO LA

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↩ Reply   ↩ Reply to all   ➡ Forward

You can now re-add the OAR widget via the customise dashboard button (or it will just update to the latest version if you have it added already). This shows them pending OARs:
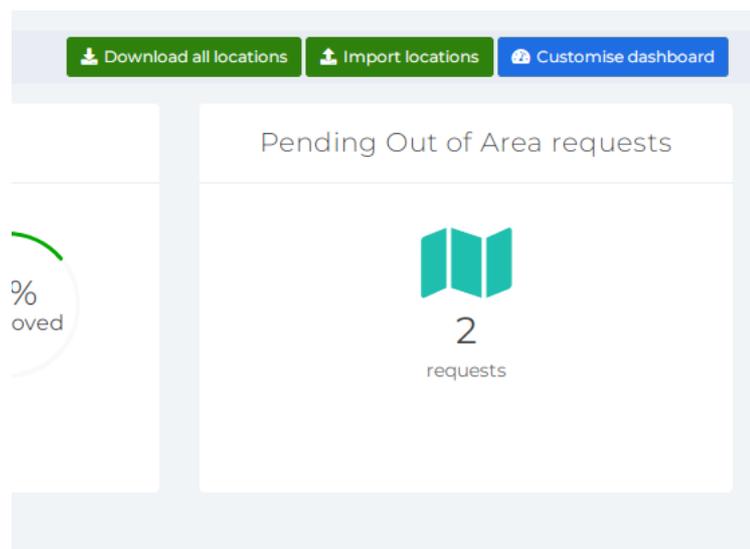
Clicking the icon sends the user into the new view with pending requests (also available in the left Locations sub-menu):

When you open a location with an OAR, if they are in any status other than 'Approved', they see an un-actionable message. This will include the situations where an OAR has been created before the provider signs up:
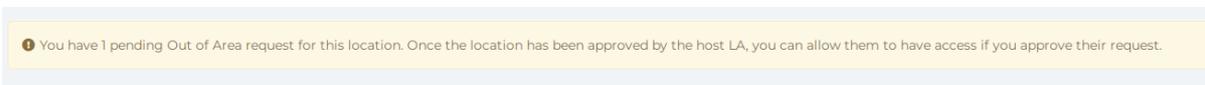

Once approved by the Host LA and Care Provider, the provider can then actually action the approval or rejection of these OARs right there within the location itself:
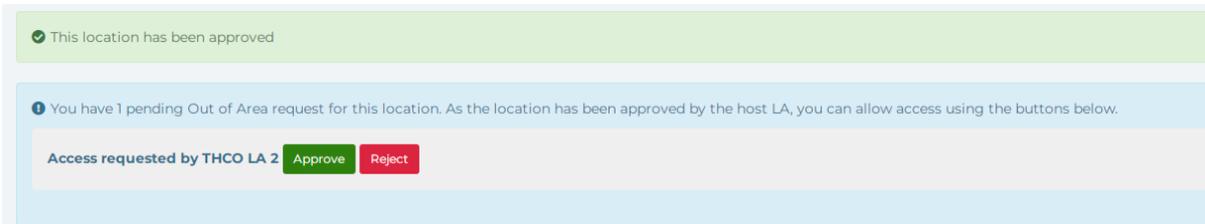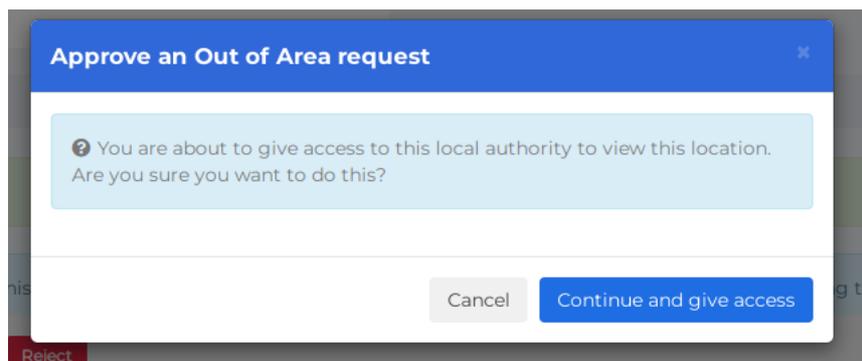

If you hit Reject, they see the dialog below and can send a reason (not mandatory) back to the LA:
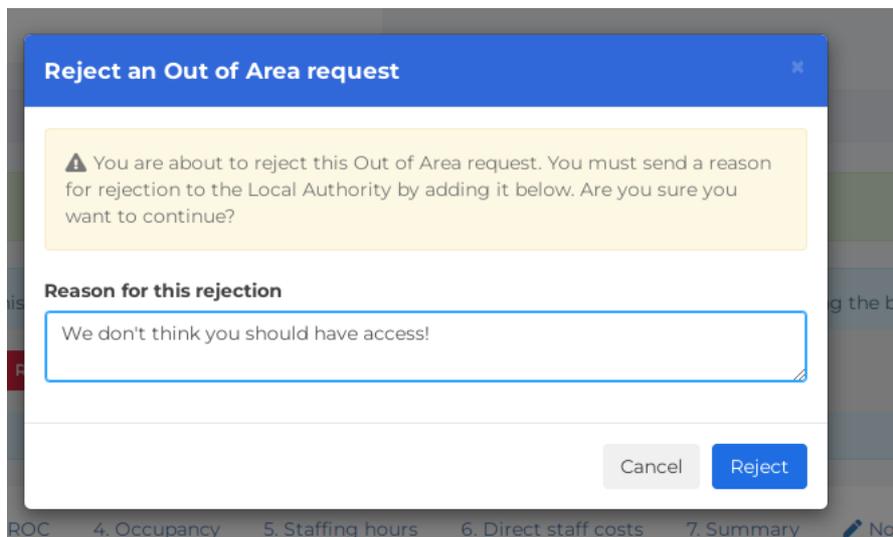
Once sent, the user sees a confirmation - and all LA users will receive a message telling them their request hasn't been successful (with the message from the dialog if one was added):
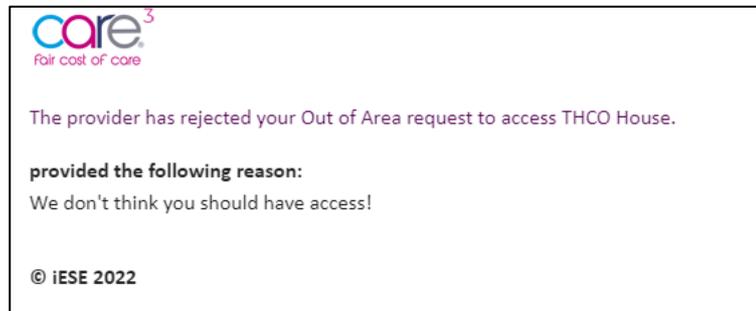
If you hit 'Approve', you will see the following instead:

Once confirmed, LA users will be emailed - including a direct link to the location and info on how to get to these Out of Area locations:
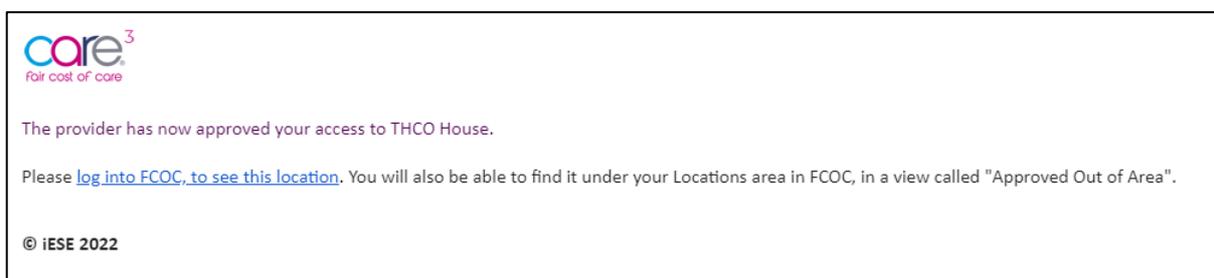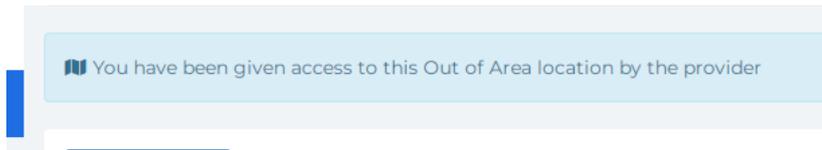

The LA can now open the location from their new "Approved out of area" view within the Locations sub-menu on the navigation (note: there's a deliberate lack of Mark out of scope button):

If the provider opens the record, they'll now see a banner with any Out of Area LAs that have been granted access:


This location is currently shared with 1 Out of Area LA: THCO LA 2
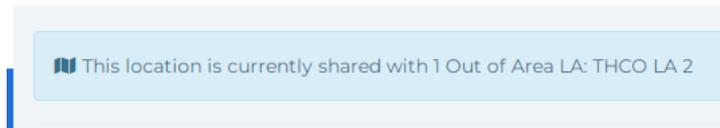
If the LA opens it, they'll see this message instead:

You have been given access to this Out of Area location by the provider

8 Marking a Location as Out of Scope

To support the management of your submissions we have included the ability for Local Authorities to mark a location as out of scope.

Local Authorities users will now see "Mark as Out of Scope" buttons next to all cases:
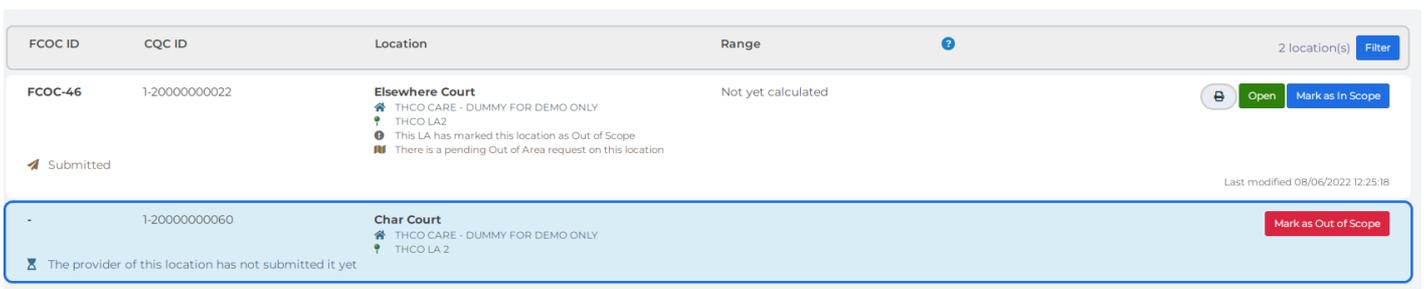
If you want to reverse the process, simply click "Mark as In Scope" as shown above. Both providers and LAs see the message in the view under any in this situation:
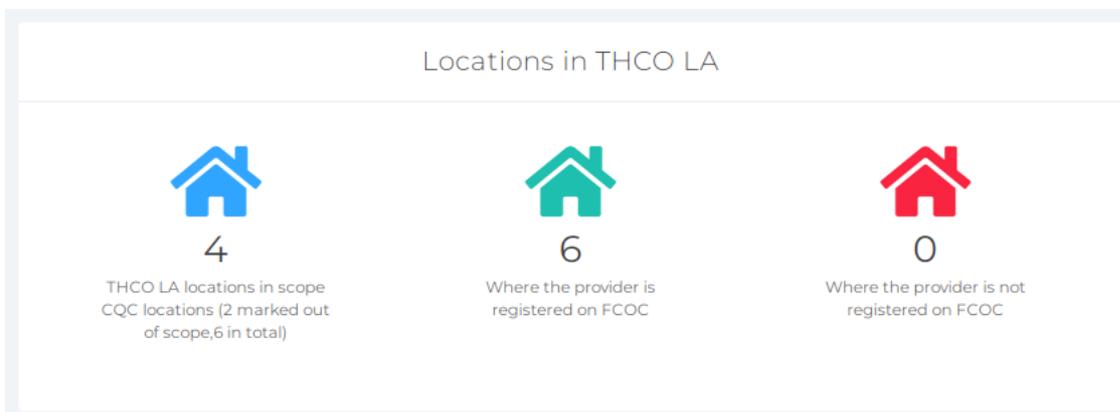

Additionally, a bar appears at the top within the location itself:
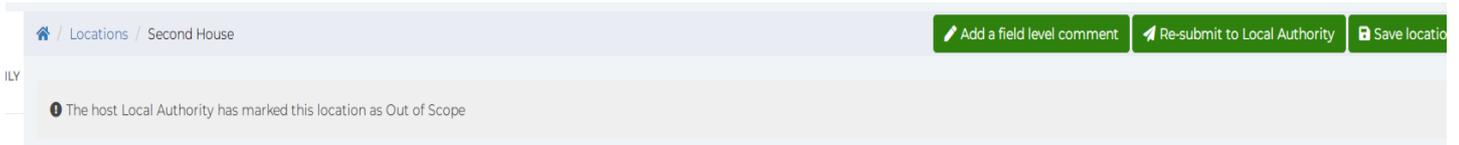
... and any activity (either to mark out or back in scope) is stored in the audit trail:

This will be reflected in your dashboard metrics, showing the total number of locations but also the number of locations marked as out of scope:

This is also reflected in the Care Providers account, illustrating that one of their locations has been marked as out of scope:

You will also see an additional sub-menu within the locations tab – grouping the locations marked out of scope together: