

Provider Guidance

Provider Data Submissions Residential Services

August 2023

Guidance Details

Audience:	Providers delivering Residential Services
Date Issued:	August 2023
Version	1.2

Contents

1. Introduction.....	3
2. The Requirement.....	3
3. Why we ask for data	4
4. How to Submit Data – online form	5
Log in / System Access.....	5
Home Page.....	6
Completing your Data Submission	6
Confirmation of your Data Submission	6
5. Form Contents.....	7
Monthly Data Submission Form	7

1. Introduction

Lincolnshire County Council have adapted our approach to the collection of contract management information from providers; with the aim to streamline the requirement, reduce duplication and limit the burden on providers where possible. This included taking stock of what care homes are required to submit to ourselves and partnering organisations and working together to share and make use of existing alternative data sources. As included in Schedule 3 of the existing Residential Framework Contract, Lincolnshire County Council will now use a combination of the North of England Commissioning Support Unit (NECS) National Capacity Tracker and a single, monthly online form to securely collect the information required to support contract management. This has replaced the previous weekly, quarterly and annual data submission forms.

This document looks to confirm the requirement and provide a useful step by step guide on how to submit data to us via the online form.

2. The Requirement

National Capacity Tracker Data Sharing

- Each care home must be registered on the NECS National Capacity Tracker: <https://capacitytracker.com>
- Each care home must ensure that the capacity tracker is up to date at all times in relation to details of the Services, including (but not limited to): address details, contact directory, room details, accessibility, classification, funding profile and services offered.
- Each care home must update the capacity tracker on a regular basis in relation to bed capacity, occupancy, and the number of vacant beds by vacancy type. The capacity tracker should be updated daily or as and when occupancy changes; however, this must be updated every seven (7) calendar days as a minimum. Information relating to Business Continuity and Workforce, will also continue to be accessed via the capacity tracker.
- For guidance and information on how to update the National Capacity Tracker, visit the online resource centre: <https://capacitytracker.com/resource-center>

Monthly Online Form

In contracting with Lincolnshire County Council for the provision of Residential Care, each care home is registered onto an online case management system to enable you to submit your monthly data return.

What to expect from the online form:

- Each care home will receive an automated system email reminder to advise when your monthly data return is due – These emails will contain everything you need to access and submit your data, including a direct link to the online form and your log in details. Please note: Only one email address can be recorded against each location, and this will be issued email reminders at the end of each reporting period, i.e. you will receive an email on 1st May requesting data for April which will be due within seven (7) calendar days on the 7th of May;
- Once information has been completed within the online form, you will have the opportunity to review your submission before pressing the 'Submit' button;

- Once your data return has been submitted, you will receive an automated email confirmation containing all of the information you have submitted for your records; as well as instructions on what to do if you notice an error.

For further details of the management information requirement, please visit Schedule 3 of the Residential Framework Contract [Adult social care providers – Professional resources \(lincolnshire.gov.uk\)](https://www.lincolnshire.gov.uk/adult-social-care-providers-professional-resources)

3. Why we ask for data

There are several reasons why we ask this from you:

- **To inform future commissioning decisions**
We use the data you provide to undertake analysis and reporting at a strategic level. This information also helps to provide a picture of the market. This market intelligence and analysis helps to inform future commissioning decisions.
- **To inform the risk assessment**
Some of the data you provide is used to inform the assessment of risk associated to the contract and the service you provide; for example, staff turnover and use of agency staff.
- **To support contract management**
Providing the data on a weekly (capacity tracker) and monthly (online form) basis is a contractual requirement. Failure to provide this information within the given timescales could lead to a Performance Default.

Reviewing the data you provide helps to inform discussions at contract management visits/calls; for example, a significant increase in incidents may prompt a discussion about risk assessments and prevention.

- **To analyse service utilisation and effectiveness**
Each month you provide us with details of the number of service users currently using, joining, or leaving the service. This gives us a view of service utilisation, which, alongside information gained through contract management engagement and investigation, allows us to understand the effectiveness of the service you provide and the impact it is having on service users.

The information we ask for has been developed based upon the requirements of the contract to ensure that we have the ability to analyse and make sure that the services we have commissioned are meeting the outcomes targeted, and positively influencing the lives of the people of Lincolnshire for whom this service is targeted. Ensuring that this information is provided promptly and accurately is absolutely paramount in ensuring the effective use of the information.

4. How to Submit Data – online form

This section provides guidance to all providers required to submit data and management information via the Case Management System. This guidance will cover:

- How to access the online form
- Home Page
- How to add your Management Information data

Log in / System Access

All providers have been set up on the system and on a monthly basis, each location will receive an automated email to your registered email address asking you to submit your data. The email will contain a link to the online form, your unique reference number and access code:

Residential care providers monthly data submission reminder.

Your monthly data submission is now due.

Please submit your data within 7 calendar days, using the log in credentials and online form provided below.

Login credentials:

[Online data submission form](#)

Reference: xxxxxx

Access Code: xxxx

The form can also be accessed via <https://www.lincolnshire.gov.uk/xfp/form/710>

1. Click on the link in the email to open up the data portal and enter your reference and access code provided in the email and click 'Next'.

Reference *Required*

Access code *Required*

Next >

Note: If you have forgotten, wish to clarify your access details, or wish to amend your registered email address please email the Commercial Team - People Services:
CommercialTeamPeopleServices@lincolnshire.gov.uk

Home Page

- At the home page, enter details of the employee who is submitting the data and click 'Next'. The setting name will be pre-populated. Please contact the team if this is showing incorrectly.

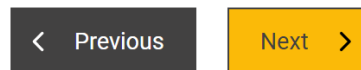
Residential setting

Employee name *Required*

Job title *Required*

Completing your Data Submission

- Complete each page in turn and click 'Next' to move onto the next page. Use the 'previous' button to return to the previous screen to amend any information.



For additional guidance on questions, please refer to the help text below each question or your contract documentation.

Please note: the system will time out after 20 minutes of inactivity.

- The final page of your form is a summary page, listing your responses to all questions, to allow you to review your data before submitting. Use the previous button to return to any pages where you wish to amend the data and continue clicking next to return to the final summary screen.

Review your supplied details

Pressing "Submit Form" will send these details for processing.

- To submit the data, click on the '**Submit Form**' button:



Confirmation of your Data Submission

After submitting your data, the page confirms the submission with an unique reference number. This page can then be closed.

Thanks for completing this form.

Your submission reference is 4893

A copy of your submitted data will also be emailed to your registered email. In the event that you do not receive the submission reference and confirmation email, please contact us quoting your reference and access code numbers.

Thank you for submitting your data.

Please see the completed data submission below.

If you find any information you have submitted to be incorrect, please contact the commercial team - people services via the details below and we will be happy to amend it for you:

Telephone: 01522 555043

Email: commercialteampeopleservices@lincolnshire.gov.uk

Kind regards,

Commercial Team – People Services

Lincolnshire County Council

5. Form Contents

Please be aware that the online form times out after 20 minutes of inactivity. To help you to prepare your data in advance of completing the form, the questions contained within the monthly form has been provided below.

Monthly Data Submission Form

Link to the monthly form <https://www.lincolnshire.gov.uk/xfp/form/710>

Residential provider monthly data submission

Residential provider credentials

Reference *Required*

Access code *Required*

This is case sensitive

Next >

Log in credentials will be provided on all automated reminder emails.

Residential provider details

Residential setting

Employee name *Required*

Job title *Required*

[< Previous](#) [Next >](#)

The setting name will be pre-populated. This is the details of the person completing the form.

Monthly date of submission

You are submitting data for the month:

Are you submitting data for this month? *Required*

- Yes
- No

What month are you submitting data for? *Required*

What is the year you are submitting data for? *Required*

[< Previous](#) [Next >](#)

The current month will be automatically listed. If you wish to provide data for a different reporting period, by selecting no, you can select which month you would like to submit data for.

Current occupancy profile

Total number of residents *Required*

Current number of residents by funding type

The following data must equal the total number of residents.

Funded by Lincolnshire County Council *Required*

The number of Lincolnshire County Council funded residents

Joint funded (Lincolnshire County Council and Lincolnshire Health)

The number of joint funded residents (LCC and Health), for example, those receiving Funded Nursing Care (FNC)

Fully funded by Lincolnshire Health *Required*

The number of residents who are fully funded by Lincolnshire Health

Fully self-funded - residing in Lincolnshire prior to placement *Required*

The number of fully self-funded residents who resided in Lincolnshire prior to placement within the home

Fully self-funded - residing outside of Lincolnshire prior to placement *Required*

The number of fully self-funded residents who resided outside of Lincolnshire prior to placement within the home

Placements made from other Local Authorities or Health services outside of Lincolnshire

Required

The number of residents who are funded by a local authority or Health service outside of Lincolnshire

Resident flow

Number of residents admitted to the home within the reporting period *Required*

Number of residents leaving the service in the reporting period *Required*

< Previous

Next >

Outstanding Individual Forms of Agreement (IFAs), Individual Purchase Order (IPO) or Schedule 7 Agreement

Number of residents awaiting IFA / IPO / Schedule 7 Agreement *Required*

< Previous

Next >

Respite bed utilisation

Does the home offer pre-bookable respite? *Required*

- Yes
 No

Number of service users/ instances of respite *Required*

The number of service users who have undertaken a period of respite in the last month. If one service user has had two separate instances of respite, please count this as two. Please do not include deficit bed usage or short term placement.

< Previous

Next >

Staff turnover

New starters *Required*

The number of new staff members in the last month. Individual posts should be counted and not FTE.

Leavers *Required*

The number of staff leaving in the last month. Individual posts should be counted and not FTE.

Number of staff vacancies in relation to the provision of Residential Care:

Care providing staff *Required*

Non-care providing staff *Required*

Registered nurses *Required*

Number of hours during the month that have been covered by agency or other *Required*

Please enter your response to 2 decimal places, even if you are entering a whole number. For example, the answer '10' would be '10.00'.

[< Previous](#)

[Next >](#)

Notifiable incidents

Please submit the number of incidents occurring in the last month, by the categories detailed below.

Number of falls *Required*

The number of instances of falls in the last month (if one resident has fallen twice in the last month then it should be counted as two)

Number of grade 3 or 4 pressure sores *Required*

Number of Urinary Tract Infections (UTIs) *Required*

Number of controlled drug incidents *Required*

Number of deaths that occurred whilst services were being delivered *Required*

Any other incidents notifiable to CQC under regulations 16, 17 or 18 *Required*

The number of any other incidents notifiable to CQC under regulations 16, 17 or 18

< Previous

Next >

Hospital transfers and admissions

Number of emergency transfers to hospital that resulted in admission *Required*

Number of emergency transfers to hospital that did not result in admission *Required*

Number of inappropriate hospital discharge forms completed *Required*

[< Previous](#) [Next >](#)

This is the final page of questions. You will then be able to review your answers before submitting.

Residential provider monthly data submission

Thanks for completing this form.

Your submission reference is

After submitting you will receive a submission reference and a copy of your submission on email.