

Awaiting Board approval



Monitoring Care Provider Performance Policy & Procedure

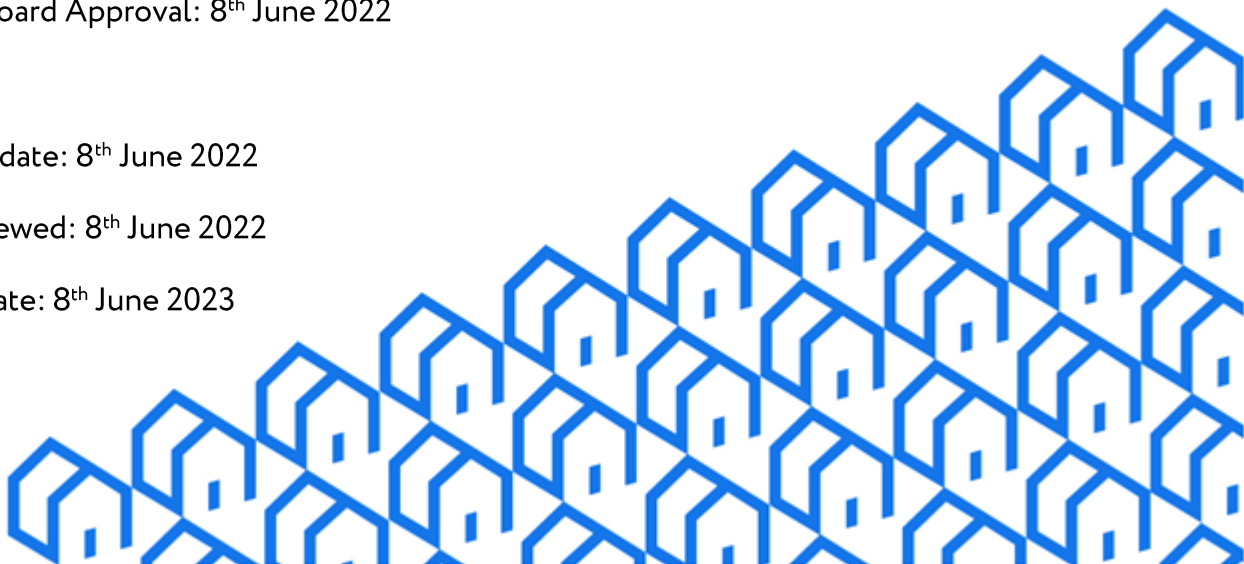
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This policy co-insides with and is an extension of Empower Housing Associations (EHA) existing safeguarding policy that is currently in place.

This policy sets out the procedure and guidelines of how EHA monitor the services and performance of all care providers supporting our tenants within their home environment to ensure that they are meeting the regulatory guidelines required and the needs of the tenants.

EHA's Procedure

EHA will carry out the following due diligence checks for all care providers supporting our tenants:

- On referrals of new schemes – EHA will request proof that the care provider has been awarded the contract to support the tenants and confirmation of the number of support hours/sleep-in/waking nights awarded to each tenant.
- EHA will carry out due diligence/background checks for all care providers by obtaining CQC reports to ensure they meet the required guidelines/regulations.
- Should the CQC report highlight any areas where there is a need for improvement, EHA will follow this up by contacting the relevant person overseeing the service to determine what procedures they have or are putting in place to ensure they meet the regulatory requirements in order to obtain a good or outstanding rating. EHA will request any additional information of reviews/ratings be provided for their records.
- EHA will continue to oversee and monitor reports/services provided to our tenants on an annual basis.
- Should there be a change in care provider at any time EHA will carry out the necessary checks as stated above and update their records accordingly.
- EHA carry out regular Performance Review Checks at all properties to ensure that the service both the care provider and EHA provide still meets the needs of our tenants.
- Should staff feel that the service of the care provider or EHA does not meet the tenants needs, this will be reported to their line manager so that they can respond

appropriately and contact the relevant authorities/organisations as stated and in line with the safeguarding policy.

- EHA have in place a Service Level Agreement, which is drawn up between both them and the care provider to clarify respective accountabilities in order to guarantee good working practices and ensure effective joint working relationships which enables both parties to provide effective provision of housing and care and support to all of our tenants.
- It is EHA's responsibility to ensure that both they and the care provider are adhering to the conditions stated within the Service Level Agreement.