

Contract Monitoring Domiciliary Care and Respite at Home Work Plan
Contract Monitoring Officer (CMO)

Stage of process	Key Actions / Tasks	Person Responsible	Timescale / Frequency	Expected Outcome - What will be achieved	Change?	Training/ Access Needed?
Contract Monitoring	Capturing and responding to provider queries, alerts and issues regarding any POC. Logging the issue in an appropriate and consistent manner and measuring against the contract.	Contract Monitoring Officer	Weekly Task	Recording a log of the concern, allocated actions with timescales for reference purposes	There will need to be an efficient programme / database to capture information	Dependent on the system put in place to record the actions
Contract Monitoring	Capturing and responding to complaints, issues raised about providers, CIW correspondence and Social Work concerns about providers.	Contract Monitoring Officer	Weekly Task	Recording a log of the concern, allocated actions with timescales for reference purposes	There will need to be an efficient programme / database to capture information	Dependent on the system put in place to record the actions
Contract Monitoring	Safeguarding concerns and interlinking with DLM where appropriate, including attending safeguarding meetings. On conclusion of the safeguarding investigation identifying outcomes aligned to the provider whereby actions are required by the provider	Contract Monitoring Officer	Weekly Task	Recording a log of the concern, allocated actions with timescales for reference purposes	There will need to be an efficient programme / database to capture information	Dependent on the system put in place to record the actions
Contract Monitoring	Engage with clients, carers	Contract Monitoring	Weekly Task	Recording a log of the	There will need	Dependent on

	and providers of support to ensure that their outcomes are being met via the care provided as based on the client care and support plan.	Officer		concern, allocated actions with timescales for reference purposes	to be an efficient programme / database to capture information	the system put in place to record the actions – possible WCCIS development
Contract Monitoring	Attending Professional Concerns Meetings under the safeguarding procedures. Passing on information then to the Contracting Manager for information.	Contract Monitoring Officer	As and when	Recording a log of the concern, allocated actions with timescales for reference purposes	There will need to be an efficient programme / database to capture information	Dependent on the system put in place to record the actions
Contract Monitoring	Approving any decreases in POC's that are requested by Providers and passing information on to the Review Team for right sizing and new contract award.	Contract Monitoring Officer	Weekly Task	This will enable the providers to release capacity within a more timely manner	Information to be passed to the Review Team for right sizing to take place	Criteria needs to be defined to ensure that checks are in place about the clients POC
Brokerage	To cover the Brokerage process as and when appropriate.	Contract Monitoring Officer	As and when	This will be minimal cover when required	New process for Brokerage in place and will need to be a consistent approach	PARIS / WCCIS Training
Contract Monitoring	Complaint investigations to be carried out and recorded efficiently to ensure evidence is collected for possible escalation of concerns via Escalating Concerns Process	Contract Monitoring Officer	As and when	Recording the concern within a template designed to capture the complaint process	Template follows the Corporate Complaints process stage 1 and will need to be signed off by Contracting Manager and PO for	Corporate Complaint Investigation Training

					Commissioning	
Contract Monitoring – Annual Monitoring Schedules	<p>Yearly mandatory visits to providers. CMO’s will be allocated agencies based on their working hours. Mandatory checks to include:</p> <ul style="list-style-type: none"> • Training incl. Meds Management • Continuity of care • Respectful communication – measured by complaints • Personal Plan which looks at outcomes and is a RISCA • Staff Support and supervision (spot checks) • Complaints • Safeguarding <p>Focused checks to include:</p> <ul style="list-style-type: none"> • Management and Leadership • Financial Health Check • Business Plan • Contingency planning • Capacity check • Staff : Client ratios • Provider QA measures and procedures • Timeliness and reliability 	Contract Monitoring Officer	Monthly based on yearly monitoring schedules	Preparation before attending the provider. Service Review and Contract Monitoring Report to be completed with key findings and proposed recommendations / action plan with timescales. This is then presented to Contract Manager for sign off.	Template designed to capture the outcomes with action plan attached with timescales.	SOPS
– Focussed Monitoring Schedules	Focussed announced or unannounced visits based on:	Contract Monitoring Officer	Risk based frequency	Preparation before attending the provider, so visit can be focused.		

on a risk based frequency	<ul style="list-style-type: none"> - Action Plan o/s - Intelligence (stakeholders including service users, CIW, social work, other professionals) - Known risks - Safeguarding - Concerns or complaints - Financial sustainability concerns - 			Monitoring Report to be completed with key findings / recommendations / action plan with timescales. This is then presented to Contract Manager for sign off.		
Contracting Team	Attend team meetings every 6 weeks	Contracting Team	Every 6 weeks for ½ day	Preparation for the meeting including updates of allocated providers <ul style="list-style-type: none"> - Safeguarding - Capacity - Brokerage issues - Team issues - Comms 		
Contracting Team	Attend the Provider Forum on a quarterly basis	Contract Monitoring Officer with assistance of Business Support	Quarterly Basis	Assist in planning the meeting and administration of the meeting		
Contracting Team	Attendance at social work hub team meetings	Contract Monitoring Officer <ul style="list-style-type: none"> - Information and advice for social work teams - Gather intelligence - Finding what is / is not working 	Quarterly	Report back to Contract Manager for action / sign off		

		– Solution focussed				
Contract Monitoring – Monitoring Schedules	Contract Liaison meetings with providers	Contracting Monitoring Officer and Contracting Manager	Yearly one meeting per provider	Agree and prepare Agenda Minutes / Action Log / Decisions		
Contract Monitoring	Analysing electronic call monitoring data. This will add to the stability monitoring of the provider. This also interlinks with the SCIF monitoring and review team	Contract Monitoring Officer	Monthly	Information to be shared with the Review Team to ensure POC is right sized.	Information to be shared with the Review Team to release capacity for the provider.	Review and SCIF to attend the Team Meeting on a 2 monthly basis to share information