

Terms and Conditions

The CPA Business and Evaluation Services form an exploratory and analytical process to gather information and produce an advisory report based on our joint findings. CPA is not a governing body, commissioner or inspectorate, and the resulting advisory action plans and/or report is provided for support based on the sought information and feedback from your organisation and relevant stakeholders in collaboration.

CPA does not, in any setting or capacity, provide professional advice. The professional information is provided for general informational and educational purposes only and is not a substitute for professional advice.

The information provided by CPA is for general informational purposes only and is provided in good faith. CPA makes no representation or warranty of any kind, expressed or implied, regarding the accuracy, adequacy, validity, reliability, availability, or completeness of any information provided.

CPA shall not have any liability to any member for any loss or damage of any kind incurred as a result of using the service.

CPA may use third party providers to deliver some services. CPA will not be responsible for the content or experiences third party providers may offer under informational guidance. The use and reliance of any information provided by third-party partners is solely at your own risk.

To the maximum extent permitted, the services performed and provided by us and our partners, are provided “as is”, with all faults and without warranty of any kind. CPA reserves the right to make changes as and when deemed fit without the need to request consent prior or after changes have been made to the service.

No verbal or written information or advice given by CPA, and their third-party providers as part of the Business and Evaluation Services will create a warranty.

CPA Business and Evaluation Support Services – Service Level Agreement

The CPA Business and Evaluation Support Services provide a range of quality assurance options to support the facilitation of quality care, as detailed in this document. The services include stakeholder voice evaluation (through the Impartial Feedback Service), in-depth inspection and monitoring support to implement and develop actions aligned to regulatory and monitoring requirements and specific business coaching. The service is open to adult social care providers, with the aim of raising the standard of care. This agreement identifies the service that will be provided by CPA and what actions are required by the care provider to ensure that the service can be carried out to achieve the best outcomes possible. **CPA**

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are not involved in the compliance process and cannot guarantee the outcome of any compliance or monitoring visits.

It is important that time is allocated and protected in order for the service to be successful. CPA reserve the right to not refund any monies paid if an organisation does not attend scheduled meetings and/or complete agreed actions, which will have a detrimental effect on the outcome of the support service.


Here is an outline of the Business Development Offers available to you.

1. Business Continuity Planning (BCP)

CPA will:

- Provide recorded guidance and 1x 1hour Virtual review and sign-off session at the end of the development of the BCP
- Agree the times and dates of the review session, once completed
- Establish who, from the provider, will take the lead and who will contribute
- Provide a template to use and a video series, to help guide you through the process
- Provide contact details for clarification from one of our Business Consultants. If a significant amount of support is required outside of the self-guided service an additional cost may be incurred, further information to be given as needed
- In the last review CPA will provide feedback on further actions required
- Ensure confidentiality
- Share best practice.

Provider will:

- Not share any purchased BCP tools or log in details with another organisation
- The provider lead will ensure there is protected time set aside each week to follow and work on the BCP recorded guidance
- Brief all staff on the BCP once it has been completed
- Commit to keeping the BCP under regular review and complete audits of data to ensure it is up to date at all times
- Contact us to arrange a review and sign-off session once the BCP is  complete.

2. Impartial Feedback Service (IFS)

CPA will:

- Provide survey link with example script to send out to stakeholders to maximise uptake.
- Give time frame in which the survey is to be completed (usually 5 weeks)
- Give regular updates of progress (usually weekly)
- Complete report once the completion date has been reached. Ideally with a minimum of 40% of stakeholder uptake. However, the report will still be run if these criteria are not met, although the validity of the report is reduced with lower numbers
- Support the managers, by identifying potential actions within the report, to develop a plan to inform all stakeholders of the results, including CQC and Local Authority, if relevant.

The provider will:

- Provide relevant information as requested
- Send out the script and survey link to all stakeholders, (people using the service, families/friends, staff and professionals)

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- Provide support to people who use the service to complete the survey, using tablets, to access the link and advocates if needed.
- Chase all stakeholders to achieve uptake
- Review and consider the results to gain maximum benefit for the organisation from engaging in the service
- Ensure that they aim for a minimum of 40% returns, in order to produce a valid report.

3. Culture Survey

CPA will:

- Provide survey link with example script to send out to ALL staff and people who use the service
- Give time frame in which the survey is to be completed (usually 5 weeks)
- Give regular updates of progress (usually weekly)
- Complete report once the completion date has been reached, ideally with a minimum of 40% of uptake. However, the report will still be run if these criteria are not met, although the validity of the report is reduced with lower numbers
- Support the managers, by identifying potential actions within the report, to develop a plan to inform all staff and others of the results, including CQC and Local Authority, if relevant.

The provider will:

- Provide relevant information as requested
- Send out the script and survey link to all staff and those who use the service
- Chase all staff and those who use the service to achieve uptake
- Review and consider the results to gain maximum benefit for the organisation from engaging in the service.
- Ensure that they aim for a minimum of 40% returns, in order to produce a valid report.

4. STAN+

CPA will:

- Provide survey link with example script to send out to care staff to maximise uptake.
- Give time frame in which the survey is to be completed (usually 6 weeks)
- Give regular updates of progress (usually weekly)
- Complete report once the completion date has been reached. Ideally with a minimum of 60% of staff uptake. However, the report will still be run if these criteria are not met, although the validity of the report is reduced with lower numbers
- Support the managers, by identifying potential actions within the report, to develop a plan to inform all staff and others of the results, including CQC and Local Authority, if relevant.

The provider will:

- Provide relevant information as requested
- Send out the script and survey link to all care staff including senior staff and managers
- Chase all staff to achieve uptake
- Will need to review and consider the results to gain maximum benefit for the organisation from engaging in the service.
- Ensure that they aim for a minimum of 60% returns, in order to produce a valid report.

