



Buy With Confidence +Care Additional Terms and Conditions

Introduction:

These terms have been developed in order to ensure that the additional requirements relating to delivering personal care and support are clearly highlighted.

Membership of the Buy With Confidence +Care Scheme is subject to compliance with the requirements of Buy With Confidence and these additional requirements.

The requirements are not intended to replace statutory requirements, reviews or inspections, but do support and compliment the fundamental standards set out by the Care Quality Commission.

These terms and conditions should be read in conjunction with the detailed guidance document, which provided more comprehensive direction on meeting these requirements.

1	Financial Viability	The organisation must be financially viable.
2	Insurance	The organisation will have in place up to date insurance policies that offer an appropriate level of cover for the care sector.
3	Business continuity planning	The organisation shall have in place a robust service specific Business Continuity Plan.
4	Security, health and safety	The organisation must have a health and safety policy which has been reviewed in the last three years and is in accordance with all relevant current legislation.
5	Fair access diversity and inclusion	The organisation must have clear policies relating to equal opportunities, diversity, anti-discriminatory practice and harassment.
6	Staffing, training and development	The organisation must ensure that it has sufficient levels of suitably trained staff. Staff should be adequately supervised to ensure they are properly performing their duties.
7	Complaints and compliments	The organisation will have a written complaints and compliments policy. The organisation must ensure that any complaint received

		is investigated and necessary and proportionate action taken.
8	Client involvement and empowerment	The organisation must be committed to empowering clients and supporting their independence.
9	Fire safety	<p>The organisation must ensure that all staff receive fire safety training.</p> <p>Where staff are working in client's homes, the organisation must ensure that all risk assessments and care plans include an assessment of risk in relation to fire</p> <p>If the organisation is providing residential support, it must have suitable fire protection arrangements in place.</p>
10	Governance	<p>The organisation shall have in place robust quality assurance and governance systems.</p> <p>There must be a whistle-blowing policy in place.</p> <p>The organisation shall at all times comply with the Data Protection Act 1998 and securely maintain appropriate and accurate records</p> <p>The organisation must take timely and appropriate corrective action where there is a risk of a regulatory breach occurring, or has occurred.</p> <p>The organisation must continually evaluate and make improvements to its systems and processes.</p>
11	Regulated activities	Where regulated activities are undertaken, the organisation must ensure that it complies with all relevant requirements.
12	Fit and proper persons employed	The organisation must ensure that persons employed are of good character, have the qualifications, competence, skills and experience which are necessary for the work to be performed by them.
13	Duty of candour	The organisation must ensure that it acts in an open and transparent way in relation to care and treatment provided to service users.
14	Partnership working	The organisation must work in partnership with Councils and other bodies to ensure the service user is able to access the most appropriate and effective services.
15	Support for Care Act 2014	The organisation must be prepared to co-operate with and support compliance with the requirements of the Care Act

		2014.
16	Person-centred care	<p>The organisation must ensure that upon entry to a service, all clients receive an assessment and that clients have an up-to-date support and risk management plan.</p> <p>Assessment and support planning procedures must place clients' views at the centre.</p> <p>The organisations must ensure that relevant persons have opportunities and information to be involved with and manage (as appropriate) the client's care and treatment.</p>
17	Dignity and respect	The organisation must ensure that clients are treated with dignity and respect at all times.
18	Need for consent	The organisation must ensure that care and treatment of clients must only be provided with the consent of the relevant person.
19	Safe care and treatment	The organisation must ensure that care and treatment is provided in a safe way for clients, with due regard to individual needs and circumstances.
20	Safeguarding service users from abuse	<p>The organisation must ensure that clients are protected from abuse and improper treatment and all staff must receive safeguarding training to the level relevant to their role.</p> <p>The organisation will record all safeguarding incidents, reporting these to the appropriate agencies as required.</p>
21	Meeting nutritional needs	The organisation must ensure that the nutritional and hydration needs of clients are met.
22	Cleanliness, safety and suitability of premises and equipment	The organisation must ensure that all premises and equipment used by the organisation is clean, secure, suitable for the purpose for which they are being used, properly used, properly maintained and appropriately located.
23	End of life care	The organisation must ensure that clients, and the people that matter to them, are involved in end of life plans.
24	Medicines management	<p>The organisation must adhere to national guidance in relation to the administration of medication, its storage and disposal.</p> <p>Staff should receive training on the safe use of medicines.</p>

		<p>Support should be provided to enable individuals to safely manage their own medicines.</p> <p>All medication errors should be reported, internally investigated and steps taken to minimise the likelihood of a repeat occurrence.</p>
25	Managing challenging behaviour and deprivation of liberty	<p>The organisation must adhere to national guidance on positive and proactive care: reducing the need for restrictive interventions.</p> <p>The organisation must have positive behaviour support plans in place, to provide guidance to staff working with individuals with challenging behaviour.</p> <p>The organisation should ensure that any restrictive practices used are part of a documented, multi-disciplinary care plan and reviewed frequently.</p> <p>The organisation must not inappropriately restrict the freedom of clients.</p>
26	Infection prevention and control	<p>The organisation must have robust infection prevention and control procedures in place.</p> <p>The organisation must ensure that outbreaks of infection are reported appropriately to Public Health England.</p>
27	Activity and engagement	<p>The organisation should ensure that people are protected from social isolation and enabled to maintain relationships.</p> <p>The organisation should ensure that the environment provides stimulation and orientation by the provision of interest and accessible signage.</p> <p>Independence and self-determination should be facilitated.</p>
28	Carer Support	<p>The organisation should be alert to the needs of carers and should be committed to assisting all carers access assessments relating to their own needs.</p>

