



## 2019/20 Pan-London nursing home cost model data request

### What am I being asked to do?

The NHS London Purchased Healthcare Team is inviting nursing home providers to submit their cost data through our online CarePulse portal.

You are requested to submit this information by **5pm on Friday 24 August 2018**.

### Why am I being asked to do this?

The information that you provide will enable analysis of the cost of the provision of care in nursing homes.

The results of the analysis will be used by all 32 London CCGs and a number of London councils to set nursing home contract prices for 2019/20 so it is important that you take this opportunity to participate.

### How do I register a CarePulse account?

1. Go to [https://carepulse.co.uk/cost\\_template/registration/](https://carepulse.co.uk/cost_template/registration/) (Please note: CarePulse works best on Google Chrome or Internet Explorer 11 or above)
2. Enter your email address, contact details and create a password
3. Enter the CQC ID of your provider or nursing home
4. Wait for a verification email from [CarePulse@CarePulse.co.uk](mailto:CarePulse@CarePulse.co.uk) and click the link in the email to verify your email address
5. Go to [https://carepulse.co.uk/cost\\_template/](https://carepulse.co.uk/cost_template/) and login with your account details

You can register multiple users under the same provider and access the same data request.

### How do I submit my cost data?

1. After you've logged in, click "Start response" next to the nursing home you wish to enter cost information for and follow the instructions on screen.
2. We have provided detailed guidance for each question. Please read this carefully before entering your response.
3. Sections 1-9 of the questionnaire are required from all providers. Should you wish, you can also provide the detail underlying these costs by completing sections 10 and 11 and we would encourage you to do so as the additional information will allow for a more detailed analysis of provider cost pressures.
4. It is very important that the data you submit is accurate and so we will flag up any errors in your response on screen. On top of this LPH will run validation checks on the data and may audit a selection of provider responses.



5. Your responses will be automatically saved, so you can leave and return to the questionnaire at any time.
6. Once you have completed all the required questions, please press submit at the bottom of the page.
7. If there are any remaining errors in your response, we will flag these up to you now.
8. Once your response is complete and all errors have been resolved, you will be taken to a final confirmation page which will ask you to confirm that the data is accurate.

Please complete a questionnaire for each of your London nursing homes to ensure that the cost model is reflective of the London market.

### How will you keep my commercially sensitive information secure?

All accounts are verified by the NHS London Purchased Healthcare team before access to the system is granted. We aim to verify all accounts within 2 working hours.

All the information submitted through CarePulse is stored securely on a server that is GDPR compliant and Cyber Essentials accredited.

The information you submit will be treated as confidential and commercially sensitive. We will not share any cost information that allows a specific provider to be identified outside of the NHS London Purchased Healthcare Team.

### If I need help, who do I contact?

If you have any questions or require any guidance using the system, please contact Matthew Wright at the NHS London Purchased Healthcare Team:

Phone: 0203 688 2330

Email: [matthew.wright123@nhs.net](mailto:matthew.wright123@nhs.net)

**We know that completing this data request is an investment of your time. We appreciate you taking the time to support this process.**

***Thank you***