

Contracting for Services – Guidance for Care Managers and Brokers

11. Deep Cleaning

N.B. This guidance should be read in conjunction with Section 1. Overview.

11.1 Purchasing Arrangements

Where deep cleaning is required, care managers/brokers may choose any of the following options:

- (i) Contact **Devon Catering and Cleaning Services**, which has staff who are properly vetted and experienced in undertaking this work:

North Devon (inc. Torrington) – Roger Pearce (01271 323476)

Mid Devon, Teignbridge, South Hams/West Devon – Graham Dutton (01392 384814)

Exeter/East Devon – Sandra MacGowan (01392 384860)

- (ii) Request the in-house Domiciliary Care Service to carry out the work.
- (iii) Request an independent sector domiciliary care provider to carry out the work, providing the domiciliary care provider is already under contract to DCC to provide personal care, has the necessary equipment and materials, and staff undertaking the work have been properly vetted to work in service users' homes. The FACE Care Plan form should be used.
- (iv) Where options (i) (ii) and (ii) are not available, request an independent cleaning company to undertake the work, in accordance with 10.2 below.

Care managers/brokers should, where possible, obtain more than one quotation before making arrangements for the work to be undertaken.

In the event that the care manager has carried out an assessment of the service user's needs using FACS criteria, which indicates that the service user is eligible to have the deep cleaning funded wholly or partly by ACS, then ACS will pay the full amount to the service provider through the appropriate payment method. ACS will then recoup any amount due from the service user, up to the full amount if the service user is not eligible for financial support. Service users will be charged as for Domiciliary Care under Fairer Charging.

11.2 Use of Independent Cleaning Companies

The care manager/broker must enquire of the company concerned what insurance they carry and what checks are undertaken on staff carrying out the work. The company must have a minimum of £5million Public Liability Insurance cover in place and will preferably undertake CRB checks.

Where the company has the required insurance but does not undertake CRB checks, arrangements must be made for the staff undertaking the work to be "chaperoned" by a member of ACS staff, whether the service user will be on the premises or not.

The company should submit an invoice, which will be paid through the Finest system.

The Procurement & Contracts Team holds a list of cleaning companies that satisfy the requirements set out above. This is not an "approved list", but is based on information the P&C Team has been given, and care managers/brokers are advised to enquire directly of the company that they are in compliance.

Care managers/brokers must not arrange for any other company or individual – whether they are specialist cleaners or not – to undertake this work, in order to ensure that ACS staff do not inadvertently introduce an unsuitable person into a service user's home.

In the event that the service user wishes to engage any other company or individual to undertake the work, and pay for it themselves, this is a matter for them and care managers should not become involved in making the arrangements. However, the service user could opt for a Direct Payment if it is an eligible need, and use the money to pay for whoever they like to come in.

Procurement & Contracts Team 7/07