

Appendix 7.

Residential and Nursing Care homes Specification

Working with Market Support

Under the Care Act 2014, the County Council has a general duty to promote diversity and quality in provision of services. The function of the Market Support Team is to work in partnership with providers, the Care Quality Commission (CQC) and operational social care and health colleagues to:

- Support and strengthen the independent care and support market throughout the lifecycle of its provision.
- Improve and sustain quality improvements.
- Prevent business failure or service deterioration.
- Identify and address business continuity and sustainability concerns.

Service providers can request input from Market Support who will then work collaboratively with providers to provide support to the service.

Market support visits will also be undertaken to support services and track progress in the following circumstances:

- Where business intelligence reveals concerns that need investigating further
- To follow up on progress with an action plan
- As requested by CQC
- As requested by an enquiry manager where systematic concerns are identified as part of an organisational safeguarding enquiry