

Children's Home Fact Finder

Client name and Trading name	
Risk Address	
Postcode	
Correspondence Address	
Postcode	
Policy / Quote Number	
Trading Name	
Correspondence Address	
Risk Addresses	

ADDITIONAL CLIENT DETAILS	
Business Description	
Business Established	
Current Broker/Insurer	
Renewal Date	
Target Premium	
Statement of Purpose enclosed	
Date of last CQC / CI / CIW / RQIA / ISI / Ofsted Inspection?	
CQC / CI / CIW / RQIA / ISI / Ofsted report enclosed or confirmation of Grading?	
Have you completed all actions points identified during any previous regulator (CQC or local equivalent) inspections? If not do you have an action plan in place	Yes / No
Has any business been purchased or plans for any purchase?	
Please confirm any additional material facts that need to be disclosed.	
Please confirm the client's five-year claims history and wages & turnover for the corresponding periods	

RESIDENTIAL CARE	
Total Number of Beds	
Gender(s)	

Number of Children and Young Adults aged between 0 - 18	
Please provide a split here of age range per home if there are multiple locations	
What year did the company begin trading?	
Have you agreed to accept or are you considering accepting patients discharged from hospital with an infectious Communicable Disease?	Yes / No
How long have the individuals been at the home?	
Current bed occupancy Rate and expected occupancy rate of the coming 12 months?	
Do you provide day care only? If so, what is the average number of service users at any one time	
Description of type of individuals accepted?	
Is care provided for people detained under the Mental Health Acts? If yes, please provide further details.	
Are any service users non-mobile? If yes, please provide details	
Are any service users non-verbal? If yes, please provide further details	
Lowest Care to Individual Ratio?	
Do you accept emergency admissions? If yes, please provide further details	

STAFF INFORMATION	
What is the current level of Staff Turnover?	%
What is the turnover of Managers in the last 5 years?	
What percentage of operational roles are currently vacant in the home?	%
Do you have a minimum staffing level for all of your facilities and suitable arrangement if it can't be met	Yes / No
Has there been any movement in the staff user ratio in the last year and if so can you please provide further information in respect of how this has changed and any reasons for this movement	Yes / No
Total number of employees (FTE)?	
Do you utilise volunteers? If yes, please provide further details of the number volunteers and how often they are used together with the activity they will be involved in.	
Do you use agency staff? If yes, please provide details of the number of agency staff and how often they are used together with the activity they will be involved in.	

MANAGEMENT & TRAINING INFORMATION	
Is there a senior manager responsible for Health & Safety?	
Do all staff have to complete a medical questionnaire form prior to commencing employment?	

INFECTION PROTECTION CONTROL	
Do you regularly review and update your infection protection control risk assessments and procedures in line with Government guidelines and record when any changes have been made?	Yes / No
Can you formally demonstrate that you communicate these changes to your Employees and or volunteers?	Yes / No

SAFEGUARDING	
Definitions	
Employee includes employees (full and part time), directors, partners, contractors, volunteers and agency staff.	
Vulnerable Person is a minor (someone under the age of 18) or someone who, for physical or mental reasons, is unable to look after themselves or their finances.	

PROCEDURES	
Do you have a Safeguarding Policy that has been made available to all Employees and includes a statement of intent on safeguarding Vulnerable Persons?	Yes / No
Does this include an anti-bullying policy?	Yes / No
Does this mention a designated person who is responsible for all Vulnerable Persons protection issues and is this role clearly defined?	Yes / No
Do you have a documented method to ensure the Safeguarding Policy is kept up to date?	Yes / No
Do you have a written code of conduct for all Employees that has been made available to all Employees and outlines appropriate behaviour towards Vulnerable Persons which has been communicated to all Employees and regularly refreshed?	Yes / No
Do you have policies and procedures on how you manage the challenging behaviour of Vulnerable Persons that have been made available to all Employees which has been communicated to all Employees and regularly refreshed?	Yes / No
Do you have written guidelines, that have been made available to all Employees, on:	
• Intimate care of and appropriate conduct towards Vulnerable Persons?	Yes / No
• Supervision of Vulnerable Persons' outside of the home?	Yes / No
If you provide Night Care, do you have suitable policies, procedures, guidance, training and supervision for the provision of this service and has it been made available to all relevant Employees and regularly refreshed?	Yes / No
Does this mention a designated person who is responsible for all Vulnerable Persons protection issues and is this role clearly defined?	Yes / No
Do you have a documented method to ensure the Safeguarding Policy is kept up to date?	Yes / No
Have there been any allegations of abuse made against you, your directors or any of your staff (including volunteers and agency staff) – if yes, please provide details	
Do you have a documented risk assessment for each activity that is carried out away from your premises in respect of the venue, the activity, staff and service user and the means of transport? If no, please provide further information	

RECRUITMENT	
Do advertisements for job vacancies make reference to your Safeguarding Policy and screening?	Yes / No
Are written references required and do you carry out checks to ensure they are accurate and relevant?	Yes / No
Do successful candidates sign a personal declaration of criminal convictions?	Yes / No
Do you undertake Disclosure and Barring Service (“DBS”) checks including, where appropriate, enhanced DBS checks with barred list or similar statutory disclosure checks for all new Employees before their start date?	Yes / No
Do you complete DBS rechecks for all Employees every 3 years	Yes / No

TRAINING	
Is there induction training for all new Employees prior to their start date that includes	
• Safeguarding Policy principles and procedures relevant to your sector?	Yes / No
• Manual Handling Training	Yes / No
• The use of PPE	Yes / No
Is this refreshed on a regular basis to ensure it is up to date?	Yes / No
Do your Employees receive ongoing supervision, support and appraisal?	Yes / No
Is all training recorded and signed for by all Employees?	Yes / No

REPORTING PROTOCOLS	
Do you have a process for reporting and reacting to witnessed, suspected or alleged abuse of Vulnerable Persons and/or violation of the Safeguarding Policy that has been made available to all Employees and regularly refreshed?	Yes / No
Do you have a whistleblower policy including a formal whistleblowing investigation procedure that has been made available to all Employees and regularly refreshed?	Yes / No
Are there arrangements in place for the protection of both the whistleblower and Employee(s) who have had allegations raised against them during the investigation process?	Yes / No

RECORD KEEPING	
Do you securely retain for a minimum of thirty (30) years the following documents:	
Employment & engagement applications, references, identity verification, records of DBS or similar statutory disclosure checks	Yes / No
Your Safeguarding Policy including any revisions	Yes / No
Records of Safeguarding Policy training	Yes / No
Your accident and incident registers	Yes / No
Records of any alleged, actual or threatened abuse and action taken including any notifications to relevant authorities	Yes / No
Referrals, assessments, treatment and care plans for any Vulnerable Person in your care	Yes / No

GENERAL	
Have you had any enforcement action in relation to Vulnerable Persons in the last five (5) years, and if so, what was the outcome?	Yes / No
Is your organisation audited/accredited by a third-party approving body that includes your Safeguarding Policy?	Yes / No
What controls do you have in place in respect of contractors working at your premises for the following: a) To restrict their access to service users b) To check their hot work permits	

Please note that we do not require to see proof or copies of procedures or plans. It is sufficient to know they exist and will be available in the event of a claim.

Important Notice

All material circumstances must be disclosed. Failure to do so could invalidate the policy. A material circumstance is one that is likely to influence an insurer in the acceptance and assessment of this application. If you are in any doubt as to whether a circumstance is material, then it should be disclosed to the insurer. If any changes in circumstances arise during the period of insurance cover, please provide your insurer with details.

We recommend you keep a record (including copies of letters) of all information provided to the insurer for your future reference.

Additional Information

Material Circumstances

Please remember that you must make a fair presentation of the risk to us. This means that you must:

- (1) Disclose to us every material circumstance which you know or ought to know or, failing that, sufficient information to alert us that we need to make further enquiries; and
- (2) Make such disclosure in a reasonably clear and accessible manner; and
- (3) Ensure that, in such disclosure, any material representation as to a: (a) matter of fact is substantially correct; and (b) matter of expectation or belief is made in good faith.

A material circumstance is one that is likely to influence an insurer in the acceptance and assessment of the application. You must also make a fair presentation to us in connection with any variations, e.g. changes you wish to make to your policy. If you fail to make a fair presentation of the risk then this could affect the extent of cover provided or could invalidate your policy, so if you are in any doubt as to whether a circumstance is material then it should be disclosed to us.

Disclosures should be specific and made in a reasonably clear and accessible manner. We will not be deemed to have knowledge of any information generally referred to (for example the contents of company websites listed in the risk presentation) or any matter not expressly drawn to our attention.

Each quotation and renewal invitation is made on the basis of the information we have at the time it is issued. We may revise or withdraw it if, before the inception date or when renewal takes effect, any event occurs that gives rise to a claim or alters the material circumstances under this insurance, even if we are notified after your inception or renewal date.

A specimen copy of the policy wording is available on request. You should keep a record (including copies of letters) of all information supplied to us for the purposes of inception or renewal of this insurance. A copy of the completed application will be supplied on request within a period of three months after its completion.

Declaration

I/we declare that to the best of my/our knowledge and belief that the statement made by me/us or on my/our behalf are true and complete and that I/we have not suppressed, misrepresented or misstated any material fact.

I/we agree that if any answer has been written by any person other than the undersigned then he/she shall for that purpose be regarded as my/out agent and not an agent of the company.

Signature:

Print Name:

Email Address:

Date signed: