

		<b>MBH Staff</b>	<b>MBH Residents</b>	<b>ASC Staff</b>
1	<p><b>What is insourcing?</b></p> <p>Insourcing refers to a Council decision to directly deliver a specific service rather than contracting an external provider to do so. In the case of Mora Burnet House, the care and support for residents will be “insourced” but the responsibility for managing the building will remain with Origin Housing.</p>	X	X	X
2	<p><b>Will my job be affected?</b></p> <p>Where possible, the Council will support all care staff to remain in post at Mora Burnet House. There may be some changes to your terms and conditions, but the Council’s HR team will meet with you to explain what this will involve.</p>	X		
3	<p><b>I currently have a zero hours contract – what does this mean for me?</b></p> <p>Colleagues across Provider Services are supported to work flexibly to meet the needs of our residents. All Mora Burnet House staff will have the opportunity to discuss their working arrangement as part of the formal consultation process.</p>	X		
4	<p><b>When will we be able to meet with HR?</b></p> <p>All staff will be provided with further information on the consultation process as soon as possible. There will be a point of contact in the Council’s HR team to answer any questions you may have. Colleagues from the Council will also come to meet staff at Mora Burnet House over the coming months to discuss any changes to your terms and conditions of employment.</p>	X		
5	<p><b>Where can I go if I have questions?</b></p> <p>We understand that staff, residents and the wider Mora Burnet House community will have lots of questions at this time. There will a dedicated point of contact in Adult Social Care for residents and their families. A timetable will also be shared detailing when colleagues from Commissioning and Provider Services will be on site at Mora Burnet House to answer your questions.</p>	X	X	
6	<p><b>Will my tenancy be affected?</b></p>		X	

	There will be no change to the tenancies for current residents of Mora Burnet House. Origin Housing will continue to provide housing management services, including repairs and any support that residents may need to managing their tenancy.			
7	<b>Who will provide my care?</b> Where possible, there will be no change to the care team at Mora Burnet House. The responsibility for care provision and for the recruitment of new staff will transfer to the Council, however it is intended that all staff who would like to remain at Mora Burnet House under the new commissioning arrangements will have the opportunity to do so.		X	
8	<b>Will my payments/ contributions change?</b> There are no anticipated changes for residents who contribute to the cost of their care at this time.		X	
9	<b>Will there be any changes to the service offered?</b> Mora Burnet House will work in partnership with the Council’s other in-house Extra Care service (Charlie Ratchford Court). Provider Services will work in partnership with the staff and residents of Mora Burnet to explore how the scheme can work more closely with the local community in Swiss Cottage. This may mean that there are some changes to the building and/ or to the activities on site. No changes will be made without the involvement of staff and residents.	X	X	X
10	<b>How will this impact residents who are due to move into Mora Burnet House and new referrals to the service?</b> There will be no change in the process for new admissions or referrals to Mora Burnet House at this time. New residents will continue to complete their tenancy paperwork with the support of Origin Housing, who will continue to provide housing management services after the insourcing process is complete. New referrals for Mora Burnet House will be presented to the Extra Care Panel for consideration as usual, however this process may be reviewed in the future to provide consistency with Charlie Ratchford Court.			X
11	<b>How long will the insourcing process take?</b> It is anticipated that the insourcing process will take approximately 6 months and should be completed by January 2024.	X	X	X
12	<b>What will happen to staff and resident records at Mora Burnet House?</b>	X	X	

	The Council’s Data Protection Team will support the insourcing project and will ensure that all staff and resident data is safely moved onto secure Council systems. There may be some changes to the systems that you currently use at Mora Burnet House, but there will be more information about what this will involve over the coming weeks and months.			
13	<p><b>Why has the decision been taken to insource the care provision at Mora Burnet House?</b></p> <p>The Council regularly reviews commissioning strategies for care services in the borough. As the current contract will be coming to an end, an opportunity has arisen to explore a number of different options for delivering care to the residents of Mora Burnet House. The two viable options for this service were insourcing or going out to market for a new care provider. Following discussions with a range of colleagues and reflecting on the success of the Council’s other in-house extra care service (Charlie Ratchford Court) it has been agreed that in-sourcing has the greatest potential benefits for Mora Burnet House staff and residents.</p>	X	X	X
14	<p><b>What will the benefits be for staff and residents?</b></p> <p>Charlie Ratchford Court is built on a wellbeing model of care which demonstrates excellent outcomes by implementing an approach to care which is led by values and resident experience. The intention will be for Mora Burnet House to share this learning and maximise the benefits for staff and residents, this will include:</p> <ul style="list-style-type: none"> <li>• Working together with residents and staff in all decision making</li> <li>• Introducing communal spaces which encourage residents to express themselves and make meaningful connections with each other and their wider neighbourhood</li> <li>• Introducing values based recruitment for new staff and volunteers</li> </ul> <p>This will also provide an opportunity for staff, residents and their families to make any recommendations for changes they would like to see to care at Mora Burnet House.</p>	X	X	X
14	<p><b>Will staff have a uniform when the service has been insourced?</b></p> <p>There will be lots of opportunities for staff to meet with colleagues from the Council over the coming months to talk about ideas for the service. We will need to consider all staff and residents in decisions that are made (including uniform), but all requests will be considered.</p>	X		