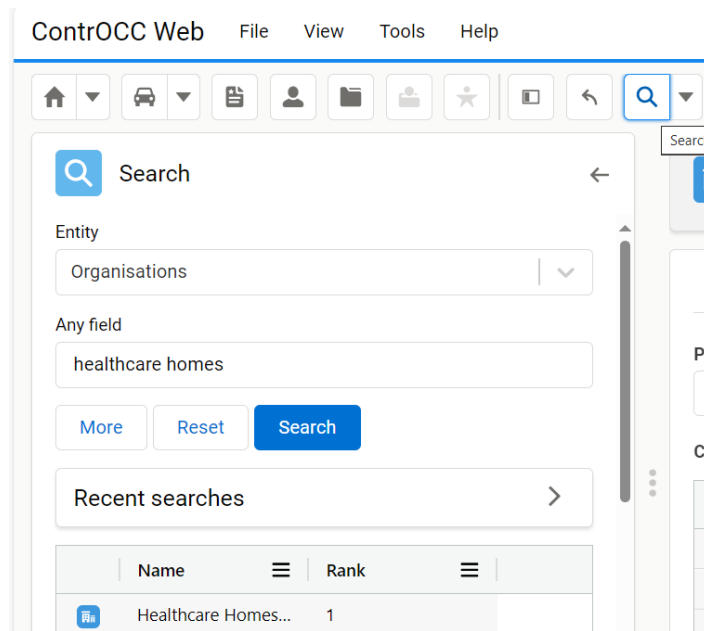
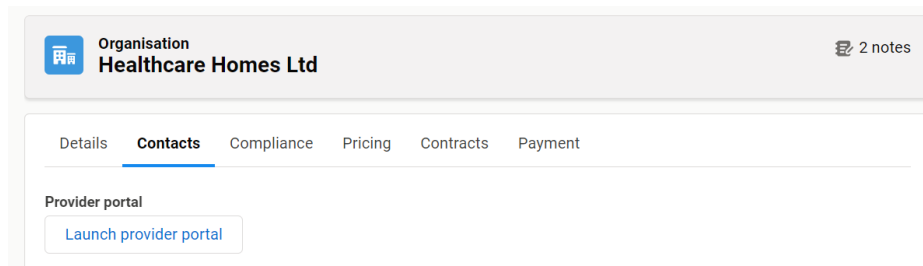


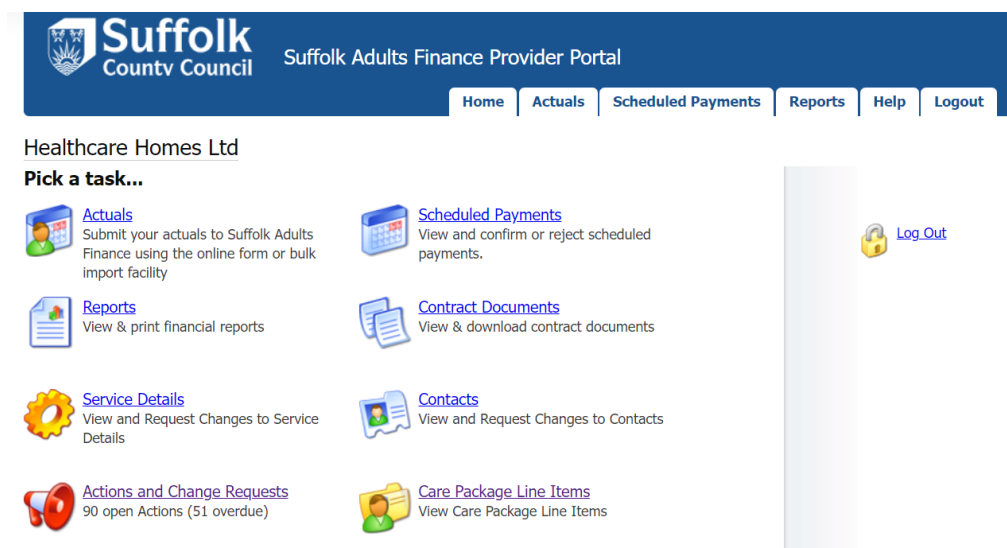
In ContrOCC, search for the provider under the entity 'Organisations'. Click on the relevant search result.



The below screen will appear. Go to 'Contacts' and select 'Launch provider portal'. This will open the provider's web interface for the portal.



Click on 'Actions and Change Requests'.



Here you will find all actions submitted to the provider portal. Select 'Include Done Actions' tick box and 'View Actions' to see completed actions.

[Skip top navigation](#)

Provider web interface for [redacted] @ Healthcare Homes Ltd

Suffolk
County Council

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Actions and Change Requests

Actions

Assigned To: Type:

Include Done Actions

Status	Last Post Date	Title	Re:	Due	Type	Assigned To
	02/10/2024 09:26	SS ref: [redacted]	Barking Hall (CH180126) - Nursing and Residential (Contract)	09/07/2024	Residential/Nursing - Underpayment/Overpayment	Provider
	01/10/2024 09:55	DOB [redacted]	Barking Hall (CH180126) - Nursing and Residential (Contract)	25/09/2024	Residential/Nursing - Missing Payment	Provider
	30/09/2024 14:29	SS ref: [redacted]	Handford House Care Home (CH180124) - Nursing and Residential (Contract)	11/09/2024	Residential/Nursing - Underpayment/Overpayment	Provider
	30/09/2024 13:19	SS ref: [redacted]	Foxearth Lodge Nursing Home (Contract)	23/09/2024	Residential/Nursing - Rate Query	Provider
	27/09/2024 14:48	SS ref: [redacted]	Aldringham Court Nursing Home (CH180125) - Nursing and Residential (Contract)	27/09/2024	Residential/Nursing - Missing Payment	Provider
	27/09/2024 09:40	SS ref: [redacted]	Fornham House - Additional Support in a residential home (Contract)	23/08/2024	Residential/Nursing - Rate Query	Provider

You can view all submitted actions under 'Any', or you can select a 'Type' of action, for example, 'Residential/Nursing – Rate Query'. Select the 'Title' to open the action. You will see the providers action and SCC's response.

Provider web interface for [redacted] @ Healthcare Homes Ltd

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Actions and Change Requests

Actions

Assigned To: Type:

Include Done Actions

Status	Last Post Date	Title	Re:	Due	Type	Assigned To
	02/10/2024 09:26	SS ref: [redacted]				
	01/10/2024 09:55	DOB [redacted]				
	30/09/2024 14:29	SS ref: [redacted]				
	30/09/2024 13:19	SS ref: [redacted]				
	27/09/2024 14:48	SS ref: [redacted]				
	27/09/2024 09:40	SS ref: [redacted]				
	26/09/2024 09:54	SS ref: [redacted]	Fornham House (CH180127) -	25/09/2024	Residential/Nursing - Missing Payment	Provider

[Any]

- Audited Actuals
- Care ceased
- Care suspended
- Four Weekly Actual Submitted
- Hospital Admission
- Hospital Discharge
- Notification of Holiday
- Residential/Nursing - Discharge and Deaths
- Residential/Nursing - Missing Payment
- Residential/Nursing - Missing Payment
- Residential/Nursing - Rate Query
- Residential/Nursing - Underpayment/Overpayment
- Respite
- Telephone Call
- Variation
- Weekly Actual Submitted