Quality

Stop chasing paper. Leave Excel to the experts.

Free your time to solve the problems, rather than just finding them.

- Saves hours of time managing and fulfilling your compliance obligations.

- Creates real-time visibility of quality and compliance across your organisation highlighting strengths and weaknesses giving early warnings of issues and putting you in control.

- No need to build your audits in Excel spreadsheets or on paper.

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- Prepares you for inspections with all the evidence available at your fingertips.

- Reports give you access to the data you need instantly, with no need to spend hours collating charts for management reviews.

Find out more…
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Trusted by 200 NHS CCGs, Local Authorities and hundreds of care services to deliver quality compliance solutions

Feedback and Information is a gift. Understanding what you do well, and where to **focus improvements** drives better **patient outcomes** and improves **staff morale**.

The challenge is clear: Continually demonstrating compliance in large organisations is demanding. Gathering and analysing evidence is time-consuming and complicated, and tracking improvements over multiple regulations and many sites can be a daunting task.

But the risks of **non-compliance** can be severe for organisations and individuals.

It's time for a better way…

> *"The **CQC** and **Ofsted** inspectors were particularly impressed by the way we use QUIQCARE and stated that it was an example of excellent practice in providing assurance."*
>
> *Russell Outen-Coe, Designated Clinical Officer, NHS South Lincolnshire CCG*

QUIQCARE is a refreshing and highly innovative digital solution to your auditing, compliance and quality assurance process. A configurable cloud-based system enabling users at all levels to complete their assurance and audit obligations on time and in the easiest way possible on any device.
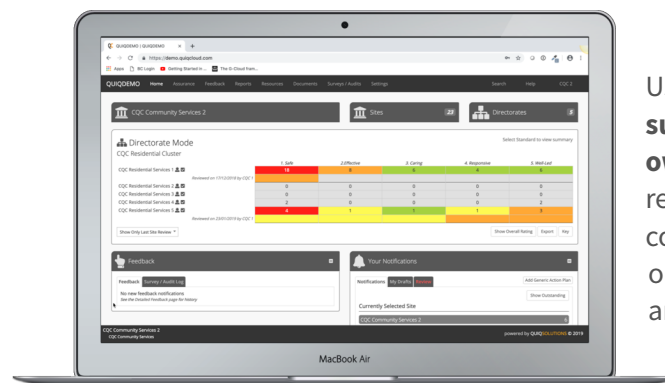
Use pre-made **audits** and **surveys** or **create your own**, the platform provides real-time views of the compliance position and outcomes across all areas of an organisation.

QUIQSOLUTIONS

Leeds CCG - Case Study

Background

NHS Leeds Clinical Commissioning Group (**Leeds CCG**) is made up of 101 GP practices covering a population of around 870,000 people.

CCGs have responsibility for **Continuing Healthcare (CHC)**, a package of care for people who are assessed as having significant ongoing healthcare needs. The care packages are arranged and funded by the **NHS**, but administered and commissioned by CCGs. **Leeds CCG** commissions care services from 46 Nursing Homes in their region as well as from homecare and other specialist providers.

Working with providers

Leeds CCG have to be assured that care providers meet the minimum standards set out in their own quality standards, and those of regulators such as the **Care Quality Commission (CQC)**. Information is gathered at regular intervals on a **monthly**, **quarterly** and **annual** basis relating to **quality** and **key performance data**.

The data was collated using spreadsheets with attached documents which was a time-consuming process for the commissioners and providers alike. Follow up actions were difficult to monitor and track against specific identified issues across so many providers leading to a difficult and inefficient process.

Leeds CCG sought a solution to streamline the process and increase efficiency, reducing administration costs and freeing up more time for engaging with their providers on quality issues rather than administration.

Cloud-based assurance tool

Leeds CCG are existing users of QUIQSOLUTIONS' **Continuing Healthcare Assurance Tool (CHAT)**, which is used to provide assurance to NHS England and as a strategic planning aid. QUIQSOLUTIONS demonstrated **PAC** *(Provider Assurance & Compliance)*, an additional module designed for centrally administered commissioning functions, which was enthusiastically adopted by **Leeds CCG** as an ideal solution for their requirement. In March 2019 **PAC** was implemented across 46 nursing homes used by **Leeds CCG** in a project led by the **CCG's CHC and Contract Management team**.

Commenting, **Andrea Dobson**, **Head of Continuing Care**, said:

 "We immediately saw the potential for **PAC** *as a way of streamlining our work with providers and improving the information available that we need to effectively monitor quality and performance. We also saw the potential for the homes to identify their own strengths and weaknesses and to put in place action plans for the benefit of all parties, especially for people using and working in their services."*

Implementation

Implementing **PAC** proved to be a very quick and smooth process, being **low cost** and **cloud-based** avoids the need for any configuration of internal systems or additional hardware purchases. **Leeds CCG** defined the information they required along with an outline of their reporting

criteria and QUIQSOLUTIONS delivered a complete and fully tested solution.

Leeds CCG held workshops with QUIQSOLUTIONS to present **PAC** to their nursing homes who embraced it as an ideal solution for streamlining an otherwise cumbersome process. They were also pleased to have a method of showcasing the good work they are doing in a tough environment. The **PAC** system also allows them to record evidence against the **CQC's Key Lines of Enquiry (KLOEs)** and keep a contemporary evidence base ready for CQC inspection.

PAC provides a basis for the CCG to build on, with the ability to manage all custom audits and requests for information on either a scheduled or ad-hoc basis. Schedules ensure data is available on time and the email notification and alerts feature makes sure that nothing gets missed.

Leeds CCG can view the current position of any home on demand in a single workspace encompassing the whole process, including the latest CQC rating, number of available beds and the different service types and categories that the homes fall under. They can request information whenever they wish and review all evidence which is instantly shared with the homes so that there is active collaboration between commissioner and provider.

Conclusion

PAC is a quantum change to the way the CCG works with nursing homes, **greatly reducing the effort** and **time** in administering the way information is sought and received. The **instant reporting** and access to information in a **single place** saves even more time and helps them make better commissioning decisions. The homes benefit by having instant access to all their evidence and the history of all their dealings with **Leeds CCG**, and use **PAC** to prepare for **CQC inspections** and highlight their strengths and weaknesses. Using **action plans** the homes can assure **Leeds CCG** that they are implementing the changes required and making a real difference to the **quality** of services they provide.

Leeds CCG is looking to expand the use of **PAC** in future to cover other service types and will also be sharing information with colleagues at **Leeds Council** as they look to provide a **single view of quality** across the region accessible to all commissioners.