

QUIQSOLUTIONS

making compliance assurance work



NHS: FULL STEAM AHEAD

Enthusiastic support for QUIQCARE expands adoption

Following the successful implementation of the QUIQCARE **Continuing Healthcare Assurance Tool (CHAT)** into over 200 English CCGs, QUIQCARE pilots have started on 2 new major projects.

The **Safeguarding Assurance Tool (SAT)** is currently in use in over 60 CCGs and the **Special Educational Needs Tool (SEND)** is getting great feedback from **Local Authorities** and **CCG's** alike. *see page 2...*

2

NHS PROJECTS

CHAT, SAT and SEND help the NHS achieve real results

3

PRODUCT NEWS

Release of QUIQCARE V4 gets great reviews for users old and new

4

PROVIDERS

Total visibility for Compliance teams



Norfolk County Council Provider Assurance

See how Norfolk County Council are implementing QUIQCARE for Provider Assurance ...Page 4



New CQC Standards ready to go

QUIQCARE upgraded and ready to go with the new CQC Standards ...Page 3

QCV4

QUIQCARE V4 released

The all new updated version offers great new features and ease of use ...Page 3

QUIQSOLUTIONS

admin@quiqsolutions.com

quiqsolutions.com

01939 211145

NHS PROJECTS UPDATE: CONTINUING HEALTHCARE(CHAT) STARTED IT ALL, AND NOW NEW PROJECTS ARE BENEFITING FROM QUIQCARE

Safeguarding (SAT)

The Safeguarding Assurance Tool (SAT) was initially implemented as a pilot scheme in mid 2016, today the scope has extended to over 60 English CCGs.

An expert working group looked at all the safeguarding requirements for CCGs from multiple sources and produced a single set of standards covering all bases. **NHS England** approached QUIQSOLUTIONS to develop an online assurance tool to reflect the new combined standards for CCGs to evidence compliance.

New developments include the release of a new version of **SAT** for **Providers**, including acute and mental health trusts, and a rollout to the whole range of provider types.

Plans to use the **Audit management** feature to gather key indicator data are presently being laid for a widespread implementation in late 2017.

Special Educational Needs & Disabilities (SEND)

Children and young people who have identified with **Special Educational Needs & Disabilities (SEND)** are provided with support in their local area by professionals in education, health and social care. It is the responsibility of **CCGs** and **Local Authorities** to work together to ensure these services are available and well-managed.

The **Council for Disabled Children (CDC)** have developed a toolkit to assist **CCGs** and **Local Authorities** to benchmark and rate their services against multiple criteria.

QUIQCARE was chosen as the platform and **CCGs** and **Local Authorities** now provide assurance evidence individually and also as a combined assurance picture for the entire area, creating efficiency savings by eradicating duplication of effort.

The current pilot in the **Midlands and East** region is meeting with an enthusiastic response, not least because the data from the previous spreadsheet assurance method has been imported directly into QUIQCARE. All the existing collateral and

assurances are now available in a much easier to use system, with full reporting and collation functions, with no disruption to the overall assurance process.

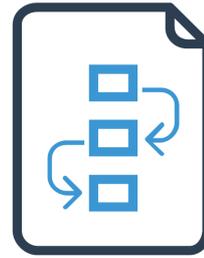
This provides a complete overview immediately saving days of manual effort to compile results, and the whole process is in real-time, providing a true picture at any time.



CONTINUING HEALTHCARE ASSURANCE TOOL (CHAT)

The **Continuing Healthcare Assurance Tool (CHAT)** has now been successfully implemented in over **200 CCGs** across the country. As part of our commitment to continued product development, an upgraded version (CHAT V2) is now available for CCGs.

- Updated modern user interface
- Support for mobile devices (e.g. smartphones)
- Improved Reporting
- Audit management application (for internal and external audits)
- Provider Commissioning extension (including inspection module)



PROVIDER ASSURANCE & COMPLIANCE

New CQC Standards ready to go

The new **CQC Standards for Adult Social Care** were introduced on November 1st 2017, and QUIQCARE was ready and implemented the very same day in live user sites.

Preparation for the change was under way as far back as mid 2016 and the new standards were carefully analysed by QUIQSOLUTIONS consultants throughout the whole consultation process.

The new version has a whole new set of **Surveys** and **Audits** which line up exactly with the new standards, as well as **Assistants** for data gathering and the addition of **Sources of Evidence** guidance from the CQC.

Furthermore the unique **transition tool** lets existing users on the old framework have their existing Assurance items moved to the new framework seamlessly and instantly.

“We recognised the issue that our customers could face” said Sam Hammond, Operations Manager at QUIQSOLUTIONS, *“many of our long term clients have accumulated significant amounts of valuable assurance data that has to be preserved in the new framework.”*

With some technical wizardry we have mapped the standards where possible and automated the process of moving the assurance evidence to the new framework. If anything doesn't directly match a simple tool allows our clients to re-assign existing evidence as they wish”.

With hundreds of care service clients it was critical to make the process as simple as possible, and the careful analysis of the new standards has led to an even more comprehensive set of **Audits** and **Assistants** to help providers navigate the new requirements.

Even if a service doesn't have QUIQCARE already the unique toolkit can import any existing data making a switch to QUIQCARE a simple and practically immediate process.

Helping providers to drive quality and stay ahead on compliance

Compliance frameworks cover every area of a provider's service and creating assurance evidence can be seen as a real burden to providers who are already very busy.

Provider Assurance and Compliance (PAC) has been developed to help providers focus on quality assurance in a **staged process**.

Following a simple step by step approach, a commissioner of services requests key information using the simple **email audits**. The responses are saved against the provider and start to build a comprehensive picture.

At any time the commissioner can request **additional information** using a unique online tool that captures assurance evidence entered by the provider, including **statements, documents** and **media files**.

All the information is held securely and if an inspection is required the data, both current and historical, is available to the **Inspector** along with a **full inspection tool** to capture the findings. Comments and recommendations are made in **PAC** on or off site and the information is held on the provider's record.

Using a modular approach to mirror existing processes **PAC** provides all the tools in one place to reach every type of provider directly, and build an assurance picture in a **staged** and **managed** fashion.

The dashboard enables a commissioner to view one or **multiple providers** and produce on-demand **reports** showing the current compliance position locally or regionally.

The Audit management feature gives commissioners unprecedented control over the distribution and receipt of **Audits** and the **Requests for Information**, with **deadline dates** and **full reporting**.

PAC is designed to rapidly incorporate any assurance framework and reflect the exact workflow and processes that are required.

TAKE A LOOK AT THE MAIN FEATURES:

www.quiqsolutions.com/quiqcarev4.html



Norfolk County Council implement Provider Assurance & Compliance (PAC)

Norfolk County Council are the latest **Local Authority** to see how **PAC** can help them reach out to all the providers in their region.

With the clear vision to improve **CQC** assessment ratings across the region, a solution was sought that would allow **NCC** to steer their providers in a concerted quality drive.

Steve Holland, Head of Market Development & Quality Assurance at NCC said:

“Improving and sustaining the quality of care services in Norfolk is at the heart of our commissioning and market strategy. The QuiqCare platform will give care providers an excellent and easy to use self assessment tool that will really help them evidence quality improvements and secure and maintain high ratings from the Care Quality Commission.”

The project will initially target high stress providers and then be made available to the rest of the provider base, which could be as many as 300 care providers in the region within a few months.

“The real win for Norfolk is that this doesn’t change their process” Says Neal Moores, Director of QUIQSOLUTIONS.

“PAC compliments the existing processes and makes the whole exercise simpler and more directed at the final goal, which is to drive quality up across the whole care community”.

LAST WORD... Citation

Our partnership with **Citation**, the UKs leading provider of HR and Health & Safety support services goes from strength to strength.

Over **300 care sector users** were successfully transitioned from the old to the new CQC Standards seamlessly in one day, and were upgraded to V4 at the same time!

Great job from the QS Tech team!



We moved (again!)

In mid 2017 QUIQSOLUTIONS moved to **Sansaw Business Park** just north of Shrewsbury, Shropshire.

With more room to grow and a strong infrastructure Sansaw provides a high quality base for our business. Like our last offices we still seem to have an affinity with country estates and converted stable blocks!

The tranquility and rural surroundings are great for creativity and promote a good work life balance.

GET IN TOUCH WITH US. WE CAN HELP YOUR ASSURANCE PROCESS

Whatever Assurance framework you have to assess QUIQSOLUTIONS have a solution that’s just right.

We don’t create your Assurance criteria, we make the information you need accessible, relevant and meaningful, quickly and very cost effectively.

QUIQSOLUTIONS

Sansaw Business Park
Hadnall
Shrewsbury
Shropshire
SY4 4AS

admin@quiqsolutions.com

quiqsolutions.com

01939 211145