

**Introduction to QuiqCare Provider Assurance**

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## **QuiqSolutions Background**

QuiqSolutions was founded in 2011 by entrepreneurs with a highly successful business background working in software and technology. QuiqSolutions is based in Shropshire and delivers unique software solutions primarily in health & social care, construction and education, and has established a reputation for offering innovative yet user-friendly solutions with high-quality support at a very attractive price level.

QuiqSolutions has won contracts with some major service providers and is working to develop the PAC system based on the proven QuiqCare platform already used by hundreds of health & social care providers as well as over 200 CCGs and NHS England.

QuiqSolutions proposition includes three main products:

### **QuiqCare**

QuiqCare is an online service that provides a framework for recording evidence of compliance against standards, rules and regulations. Organisations can use a pre-configured version populated with standards such as Local Authority quality standards, NHS England's CHC or Safeguarding assurance guidelines, the CQC's Key Lines of Enquiry (KLOE's), The Scottish Care Inspectorate quality framework, The Health & Social Care Standards, SEND or any other compliance or quality standards. QuiqCare can be used as a tool for assisting with peer review and inspection as well as a self-assessment tool for service providers to record compliance against the required standards.

### **Document Manager**

Document Manager is an online document management solution that allows users to manage documents such as policies & procedures, HR, Health & Safety, feedback, audits or any other information that they wish to keep secure but distribute across their organisation in an easy fashion.

Both the above products can be supplied separately or integrated together so that documents held in Document Manager can be referenced easily within QuiqCare.

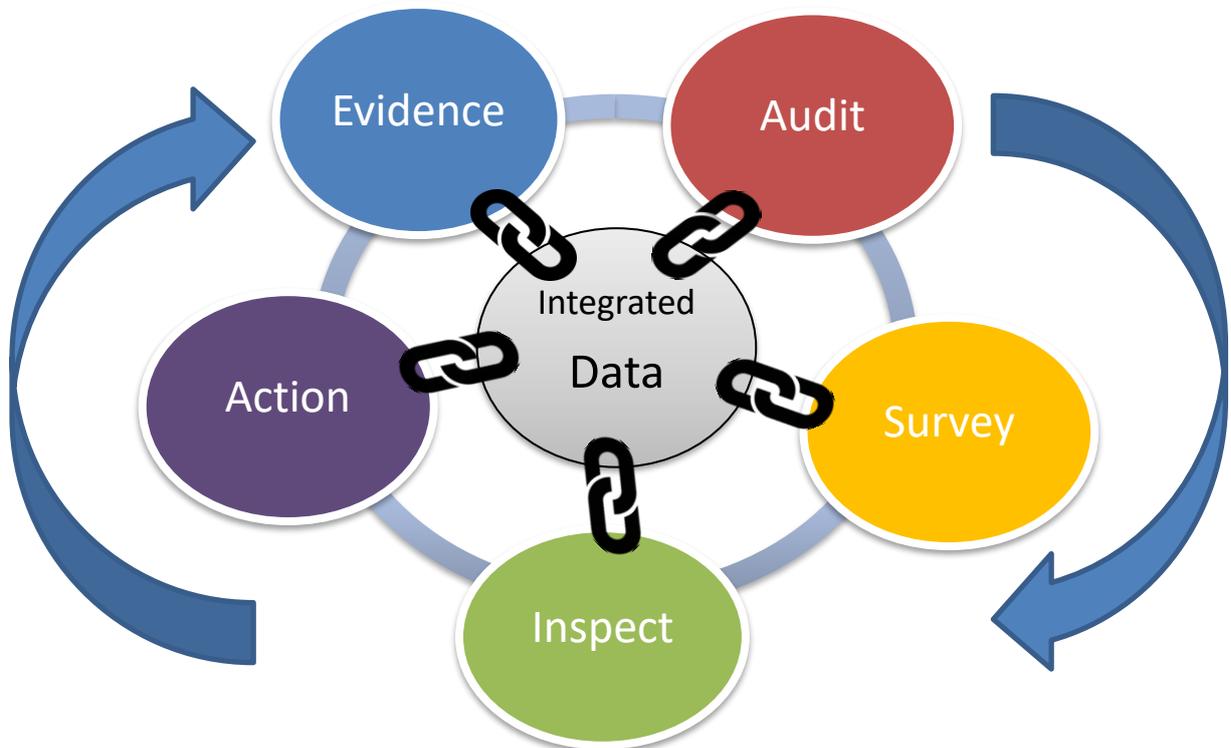
### **Surveys & Audits**

Surveys & Audits complement the above products and provide feedback from providers, service users / patients, relatives and staff that can be used to find out what people really think and to evidence areas for improvement. The surveys and audits can be completed online or off-line with all results displayed via an online dashboard accessible to the nominated administrator.

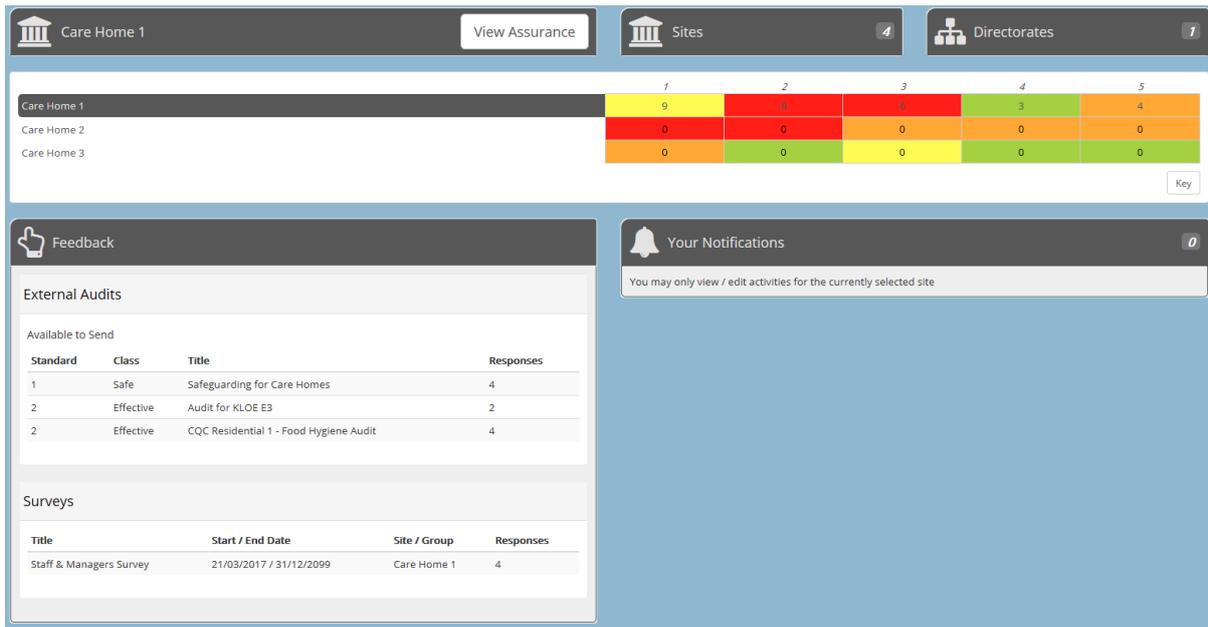
QuiqSolutions provides online or on-site training for all its services together with substantial help resources and a dedicated help desk service.

**QuiqCare Provider Assurance**

The Provider Assurance tool running on the QuiqCare platform has been developed in response to customer demand for an off-the-shelf solution for multi-site organisations and commissioners (for example NHS Trusts, CCGs and Local Authorities) who need to be assured of quality from providers they work with. It is an all-encompassing solution based on a proven workflow model including a unique audit and survey management application, evidence-based assurance and inspection functions provided with a dashboard giving instant visibility of the current compliance position and comprehensive reporting across single or multiple providers and service types.



Dashboard view



**Feedback**

**External Audits**

Available to Send

Standard	Class	Title	Responses
1	Safe	Safeguarding for Care Homes	4
2	Effective	Audit for KLOE E3	2
2	Effective	CQC Residential 1 - Food Hygiene Audit	4

**Surveys**

Title	Start / End Date	Site / Group	Responses
Staff & Managers Survey	21/03/2017 / 31/12/2099	Care Home 1	4

**Your Notifications** 0

You may only view / edit activities for the currently selected site

**Repository for Regulations / Rules / Standards**

QuiqCare Provider Assurance provides a multi-level framework for storing any type of regulatory information and quality standards. Provided that the regulations can be sequenced and referenced numerically they can easily fit into the standard framework. QuiqSolutions has developed templates (based on the use of standard spreadsheets) for this information to be maintained and then imported into the framework automatically. Changes to any standards can be easily applied and updated to all sites simultaneously due to the cloud-based nature of the solution.

**Safe**

1 By *safe*, we mean that people are protected from abuse and avoidable harm.

**Effective**

2 By "effective", we mean that people's care, treatment and support achieves good outcomes, promotes a good quality of life and is based on the best available evidence.

**Caring**

3 By *caring*, we mean that staff involve and treat people with compassion, kindness, dignity and respect.

**Responsive**

4 By *responsive*, we mean that services are organised so that they meet people's needs.

**Well-Led**

5 By *well-led*, we mean that the leadership, management and governance of the organisation assure the delivery of high quality person-centred care, supports learning and innovation, and promotes an open and fair culture.

## Audits

QuiqCare includes an Audit Management Tool that allows commissioners, inspectorates, care groups or other organisations involved in quality assurance to request information from providers as often as they need to in an automated way that saves time and money when compared with traditional auditing methods.

Via the dashboard, the administrator can select audits to send to specific providers and set deadline dates for completion. The provider is notified by email with a link to direct them to the audit for completion. There are automated alerts to remind providers to complete audits, with the status updated once an audit has been commenced or completed.

Example Audit entry form:

Safeguarding for Care Homes  
Audit Group 2

Printable Version Download as PDF

Please complete this Safeguarding Audit.

This information will be used to assess your compliance with the Safeguarding standards. Once completed your submitted Audit will be assessed and you may be asked for additional information. Please note that the information you submit may be used as the basis of an inspection.

### Your Safeguarding Audit

1: How many Safeguarding incidents have you had this quarter?

2: How many people are you supporting?

3: How many staff have you employed in the last 12 months?

4: How many staff do you employ overall?

Section 1 of 2

Save For LaterNext Section

The audits are normally completed online on a computer or smart phone and can be forwarded via email request directly from QuiqCare. There are also PDF versions available which can be printed out and filled out on paper for people without internet access.

The results are updated automatically once each audit is completed and made available to view and analyse via the dashboard included within QuiqCare Provider Assurance.

There is no limit to the number of audits that are sent out or audits that can be sent out, the results can be reported on or exported to other applications such as Excel for further analysis and comparison.

Audit Dashboard showing completion status:

Name	Sent	Deadline	Completed	Audit Status	Follow-Up
Care 1	21/03/2017	31/03/2017	21/03/2017	Completed	Inspection Passed
Care 1	23/03/2017	19/04/2017	N/A	Pending	
Care 1	22/03/2017	31/03/2017	23/03/2017	Completed	Further Info
Care 1	22/03/2017	16/05/2017	22/03/2017	Completed	Inspection Failed
Care 2	22/03/2017	31/03/2017	N/A	Pending	
Care 3	22/03/2017	31/03/2017	N/A	Pending	

Providers have the option to upgrade their QuiqCare system to include their own audits which can be added to the system but not be visible to the commissioner unless access is allowed by the provider.

## Evidence Recording

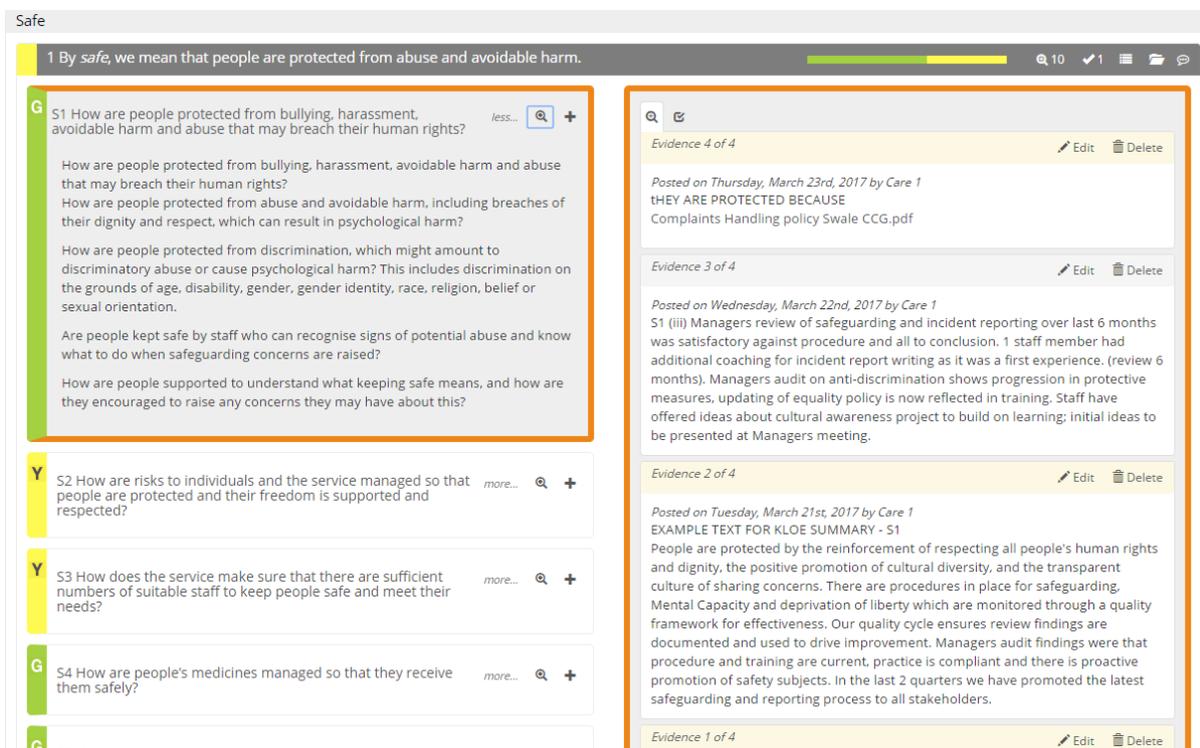
QuiqCare offers the ability to record self-assessed evidence of compliance against the required standards, including at higher or more detailed levels. As well as evidence statements, users can add their own policy or procedure documents or any other type of file or record which supports the statement made. Due to the cloud-based infrastructure, any attached documents are visible for any user to view via an internet connection, subject to their access permissions.

A RAG-rating system is used to provide an instant visual representation of the current compliance position with options for further information which can be used to guide the user with examples of good practice.

In addition, review dates are added to the evidence submitted so that when it needs to be reviewed an activity can be created for the person responsible for maintaining that evidence to update it. Activities appear for each individual user as they log into the system, they are also be emailed as they become due for review or overdue.

Example of Evidence Entry screen shown here:

At the point of evidence entry, there is the provision to include additional guidance and examples to assist users in assessing how the standards are being met:



The Assurance is usually a self-assessment by the provider which is then available for review by the commissioner. There is also instant access to audits and surveys which can be cross-referenced with the relevant standards to provide a bigger picture.

Additional information (such as KPIs) can also be recorded with specific reports available to output this information for the commissioner.

Inspection teams will have visibility of the evidence when they carry out their own assessment, with reports and summaries available at any time.

## Action Plans

QuiqCare Provider Assurance allows users to record SMART (Specific, Measurable, Achievable, Resources, Timescales) Action Plans to show what needs to be done in the event of non-compliance with the required standards. The underlying principle is that if the service in question is not compliant with any standard then there can be a corresponding action plan showing what remedial action is required or taking place.

The Action Plans allow providers to detail what needs to take place, to set deadlines and review intervals. Because there may need to be multiple persons involved, each plan can have multiple participants (potentially across multiple sites or organisations), all of whom would be notified of the existence of the plan by email. Action Plans can also include attachments which can be added to the plan itself. Only the 'owner' of the plan can amend it, but they can consider the views of others before making any revisions.

Edit Action Plan for KLOE S1
✕

Details **Plan** Further Information

**By *safe*, we mean that people are protected from abuse and avoidable harm.**

How are people protected from bullying, harassment, avoidable harm and abuse that may breach their human rights?

This plan:

with reference:

is owned by:

Care 1

on site: Care Home 1

applies to:

✕ Care 2

- Care 2

is relevant to:

All Departments ▾

has a deadline of:

to be reviewed every:  ▾ or on:

Media File(s)

Drop files here or click to browse

All Theme statuses now by theme 20-2-17.pdf

Cancel
Print
Duplicate
🗑 Delete
📄 Save as Draft
📄 Publish

Action Plans can be printed or saved in PDF format for sharing with other parties as required.

Action Plans that are in progress will appear on the activities of users whenever they log in to the system and can be reported on so that overdue plans are easily be highlighted and acted upon.

Should a new plan be required that is like a previous action plan, there is the facility to duplicate to avoid having to re-enter all the information again.

Email alerting will notify users when Action Plans are due for review or become overdue.

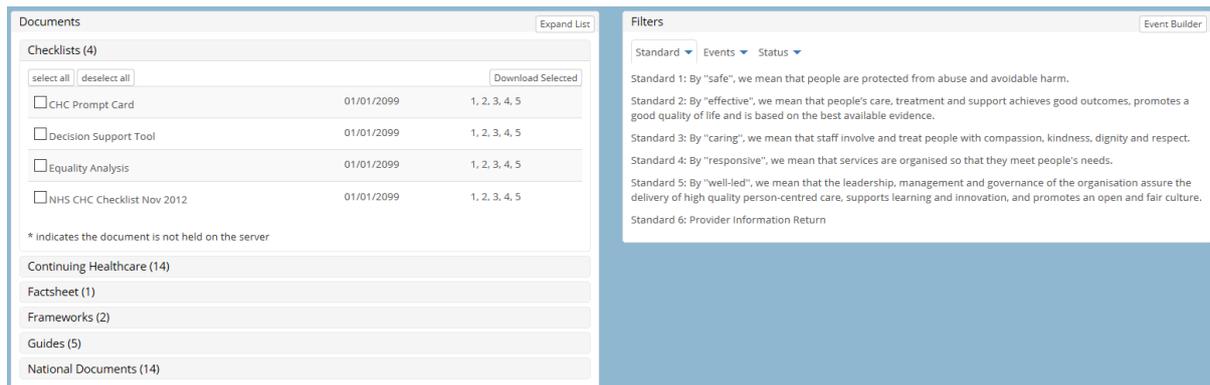
**Document Manager**

Document Manager is an on-line document management system allowing providers to organise their key documents such as Policies, Procedures, Forms, Letters, Audits, Risk Assessments or any other document type that they would like to store securely on-line and make accessible to staff as needed. It will even email the person responsible for a document to remind them when it is due for review.

It can be supplied as a standalone solution or as an integral part of QuiqCare, allowing documents to be referenced to support the standards.

There are advanced search and retrieval options, together with the unique Event Builder function which enables users to specify certain combinations of documents required when different types of event occur.

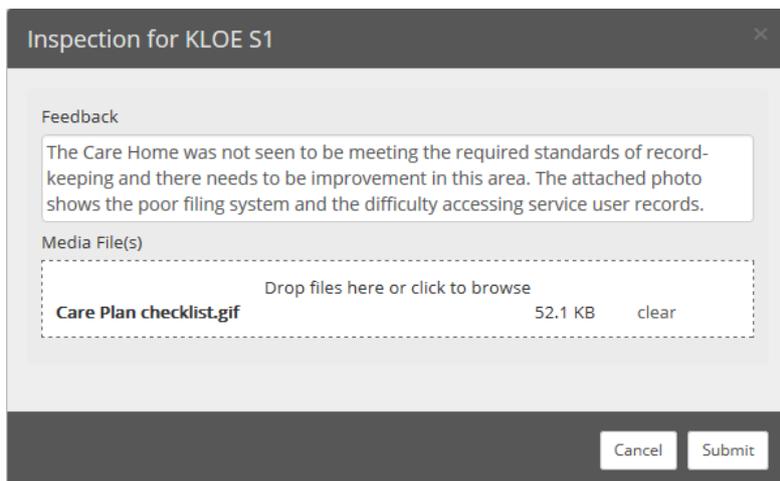
The system administrator has responsibility for uploading new or revised versions of documents, other users can view or download the documents they require but will not be able to amend the original master copies. It is also ideal for groups of services who can share a master set of policies across multiple locations without having to update each site individually.



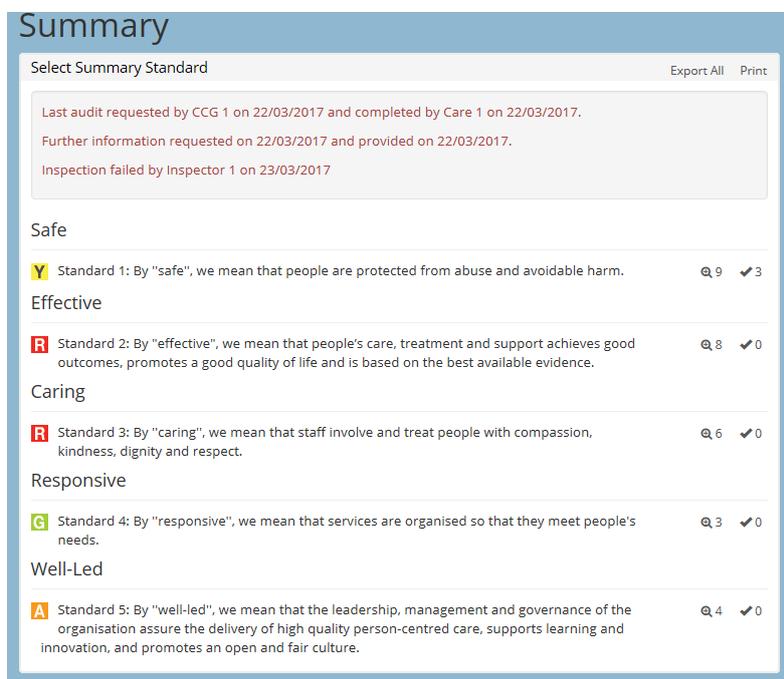
## Inspection Module

QuiqCare Provider Assurance includes a feature for recording notes by someone carrying out an inspection or mock inspection of a provider.

With access to the existing self-assessment by the providers themselves, the relevant audit information and any previous inspections the 'inspector' can get a rounded picture of the current quality of provision at a provider.



The details of the inspection can either be entered at the time of the inspection or added in later depending on the nature of the visit and access to hardware and internet at the time.



The Summary screen shows the current position for the provider including audits and inspection history, with all evidence available for further investigation if required.

## Surveys

It is important that the views of people using services, relatives and friends, visiting professional and staff and management are accounted for when judging the quality of services being provided.

QuiqCare Surveys are the easiest way of securing feedback from all parties and can be sent out as often as needed without incurring additional subscription costs. By having standardised question sets it is possible for commissioners to benchmark and compare different providers and gain valuable insight and trend analysis.

### Features:

- Surveys are personalised for each provider.
- Recipient lists can be created with email addresses and completion request sent out instantly.
- Surveys can be completed online (ideal for smart phone users) or on paper (by printing PDF version).
- Responders can complete in one go or save partially completed surveys for later.
- Email notification can be sent on receipt of each new survey response giving early access to any comments of concern.
- Results are configured immediately with instant access in clear graphical format.
- Survey data can be exported to applications such as Excel for further analysis and comparison.

### Example of Survey for completion:

CQC Residential Services 1 - Assisted Short Survey  
CQC Residential Services 1

#### SAFE

1: People here treat me with respect and kindness.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

2: Staff help me to be safe in everything I do.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

3: There are always enough staff to help me.

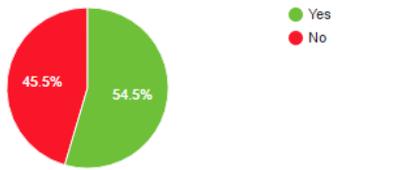
- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

What is working well?

Survey Results are collated automatically and viewed instantly online:

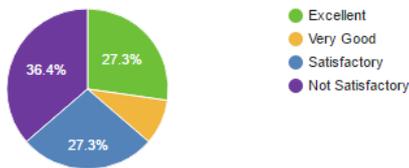
### Three Key Questions - Please give us your overall impression of the service

Do you feel safe in the care of this care home?



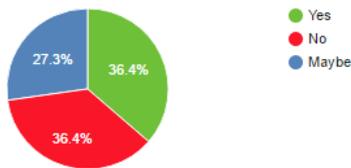
Answer	Total	Percentage
Yes	6	50.0%
No	5	41.7%

How would you rate the overall standard of care and service at this care home?



Answer	Total	Percentage
Excellent	3	25.0%
Very Good	1	8.3%
Satisfactory	3	25.0%
Not Satisfactory	4	33.3%

Would you recommend this care home to other relatives or friends?



Answer	Total	Percentage
Yes	4	33.3%
No	4	33.3%
Maybe	3	25.0%

Feedback Dashboard gives commissioners instant access to all audit and survey responses across one or multiple providers:

👍
Feedback

#### External Audits

Available to Send

Standard	Class	Title	Responses
1	Safe	Safeguarding for Care Homes	4
2	Effective	Audit for KLOE E3	2
2	Effective	CQC Residential 1 - Food Hygiene Audit	4

#### Surveys

Title	Start / End Date	Site / Group	Responses
Staff & Managers Survey	21/03/2017 / 31/12/2099	Care Home 1	4

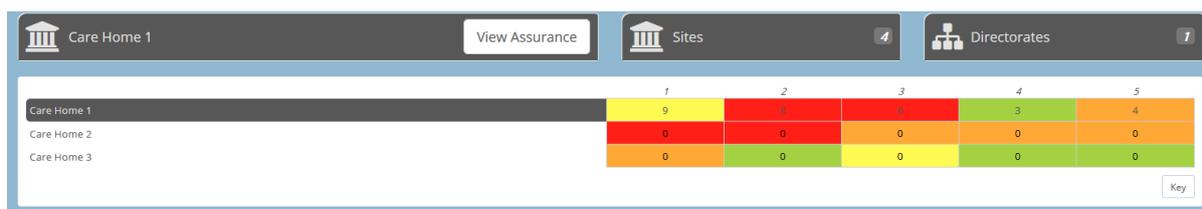
## User Permissions and Access Privileges

QuiqCare Provider Assurance supports up to 6 levels of user access and can be configured precisely to reflect the roles and responsibilities of users within a service or across of groups of services within a region or by service type (e.g. CCG, Trust, Care Home, Dom Care, Children’s service, Hospital, Dentist, GP etc.).

Access to elements of the system can be controlled by user, including the ability for standards to be visible to only those users with sufficient access, and a ‘read-only’ status for users to review information held in QuiqCare without the ability to amend it in any way.

Reporting is available within clusters or across a whole range of services within a region, specific log-ins can be created so quality / compliance officers with responsibility for multiple services can see only those services they are responsible for, with options for management and senior administrators to be given access across the board or segmented by service type.

An example is shown below where a user requiring visibility of many locations simultaneously can be given this with a high-level dashboard showing the real-time view of the compliance of multiple services:



## Resources

The QuiqCare platform can store as much additional information as required. The latest information, reports and websites relating to relevant assurance standards can be pre-loaded and made accessible to all users, it is also possible to signpost other resources in the form of electronic links to other locations or document repositories cross-referenced to the standards.

## Messaging

There are built-in messaging mechanisms which are used to update users and inform them when additions have been made to the resources, regulations or changes to any other aspect of the system. This includes a messaging facility within an individual service and a messaging service across all services within a group so that users can share feedback and best practices. There are also email notifications attached to the expiry of Evidence, Action Plans, Audits, Requests for Information, Surveys, Documents or Assignments.

## Reporting

There user-configurable reports available in QuiqCare which give an instant view of the compliance of single or multiple services across all standards at any moment or over a period. There are additional reports showing compliance against specific regulations and multiple user reports so that the activities for individuals can be easily assessed and if necessary re-assigned.

Summary Reports can be generated by providers for their own management at any time to show the assurance evidence, attached documents, action plans and RAG rating:

## Summary for Standard

Safe

1 By "safe", we mean that people are protected from abuse and avoidable harm.

S1

How are people protected from bullying, harassment, avoidable harm and abuse that may breach their human rights?

Evidence

- ✓ protected from bullying
- ✓ protected from bullying copy
- ✓ protected from bullying copy

S1 (ii) Managers audit on anti-discrimination shows progression in protective measures, updating of equality policy is now reflected in training. Staff have offered ideas about cultural awareness project to build on learning; initial ideas to be presented at Managers meeting. oijdawokdwd qw d qw d wq dwq d qwdqw w d qw dqwS1 (i) Survey feedback from staff, service users and relatives show positive results and people tell us they feel respected. Positive feedback has also been gathered via review meetings with Service users; results were fed back to all groups via meetings.

- 📄 Equality Analysis
- 📄 CHC Prompt Card

🔍 amber.png

EXAMPLE TEXT FOR KLOE SUMMARY - S1 People are protected by the reinforcement of respecting all people's human rights and dignity, the positive promotion of cultural diversity, and the transparent culture of sharing concerns. There are procedures in place for safeguarding, Mental Capacity and deprivation of liberty which are monitored through a quality framework for effectiveness. Our quality cycle ensures review findings are documented and used to drive improvement. Managers audit findings were that procedure and training are current, practice is compliant and there is proactive promotion of safety subjects. In the last 2 quarters we have promoted the latest safeguarding and reporting process to all stakeholders.

An example of a report showing compliance across a number of providers in a grid form:

All KLOE statuses now on CQC Residential (number of evidence items is shown within the RAG indicator)

Care Home 1

1	2	3	4	5
S1 (3)	E1 (3)	C1 (2)	R1 (1)	W1 (1)
S2 (2)	E2 (1)	C2 (2)	R2 (1)	W2 (1)
S3 (1)	E3 (1)	C3 (1)	R3 (1)	W3 (1)
S4 (2)	E4 (2)	C4 (1)		W4 (1)
S5 (1)	E5 (1)			

Care Home 2

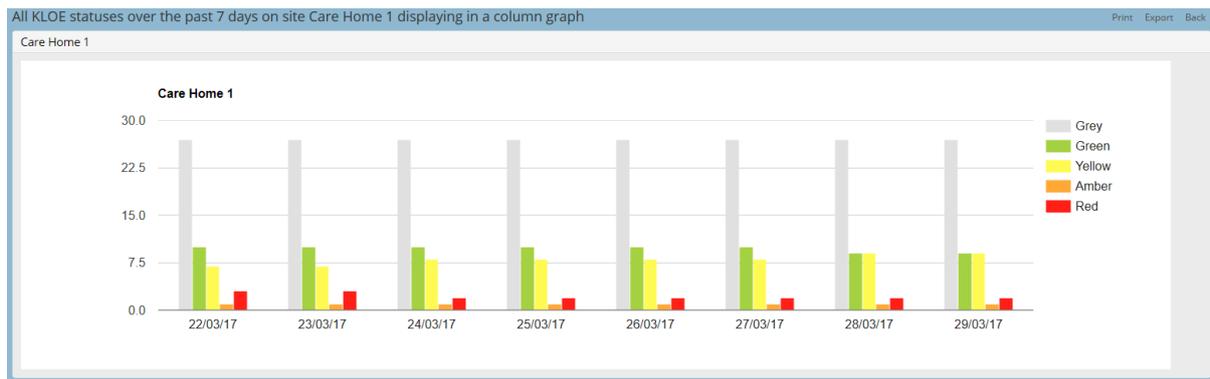
1	2	3	4	5
S1 (0)	E1 (0)	C1 (0)	R1 (0)	W1 (0)
S2 (0)	E2 (0)	C2 (0)	R2 (0)	W2 (0)
S3 (0)	E3 (0)	C3 (0)	R3 (0)	W3 (0)
S4 (0)	E4 (0)	C4 (0)		W4 (0)
S5 (0)	E5 (0)			

Care Home 3

1	2	3	4	5
S1 (0)	E1 (0)	C1 (0)	R1 (0)	W1 (0)
S2 (0)	E2 (0)	C2 (0)	R2 (0)	W2 (0)
S3 (0)	E3 (0)	C3 (0)	R3 (0)	W3 (0)
S4 (0)	E4 (0)	C4 (0)		W4 (0)
S5 (0)	E5 (0)			

Key

Report data can be exported to other applications such as Excel; charts can also be copied and pasted into other applications as required or saved in PDF format.



QuiqCare creates a database of historical compliance information, and QuiqSolutions are happy to consider requests for any additional bespoke reports which can be created using data interrogation and mapping tools.

## Training and Implementation

QuiqCare is cloud-based and requires no software installation; whilst it is easy to and intuitive to use there are also quick start user guides and instantly accessible training videos:

The screenshot displays the QuiqCare web interface. At the top, there is a navigation menu with items like 'Action Plans', 'Reports', 'Summary', 'Resources', 'Settings', 'Help', 'Policy Manager', and 'Surveys / Audits'. Below this is a filter section with 'Requirement' selected and 'Must Demonstrate' as the filter criteria. The main content area shows a list of requirements under the heading 'Quality of teaching, learning and assessment'. The first requirement is '1 Teachers maintain a high level of deep subject knowledge and have a passion for their subject'. Under this, there are sub-requirements: '1a Regular contact with the exam board', '1b Regular meetings in school with colleagues and other schools to discuss initiatives, strategies and methods of delivery', '1c Teachers translate passion for their subject into a desire for every pupil to succeed', and '1d Pupils develop a love for learning and a thirst for knowledge and progress and thrive in lessons'. A blue callout bubble with a white arrow points to the 'Add Evidence' button next to requirement 1b. The callout bubble contains the text 'Click 'Add Evidence''. To the right of the requirements list, there is a detailed view of evidence for requirement 1b. This view shows a list of evidence items, each with a title, a date, and a user name. The items are: 'Evidence 7 of 7' (Posted on Friday, March 17th, 2017 by Neal Moores), 'Evidence 6 of 7' (Posted on Wednesday, September 28th, 2016 by QuiqSolutions), 'Evidence 5 of 7' (DRAFT, Draft created on Wednesday, September 28th, 2016), 'Evidence 4 of 7' (Posted on Wednesday, September 28th, 2016 by Angela Hartshorne), 'Evidence 3 of 7' (Posted on Wednesday, September 28th, 2016 by Neal Moores), 'Evidence 2 of 7' (Posted on Tuesday, July 26th, 2016 by Ofsted Demo), and 'Evidence 1 of 7' (Posted on Wednesday, May 4th, 2016 by Head Teacher). Each item has 'Edit' and 'Delete' buttons next to it. At the bottom of the screenshot, there is a blue banner with the text 'Adding Evidence'.

QuiqSolutions offers a helpdesk service and is also able to offer workshop or one-to-one training sessions either remotely or on-site.

## Key Points

- QuiqSolutions is a technology company with considerable experience in health & social care.
- The QuiqCare platform is proven out in the field with over 600 customers and recommendations from NHS England and many leading care organisations and industry experts.
- QuiqCare Provider Assurance is ready-to-go; it can be pre-loaded with any audits, surveys, resources and quality assurance standards and can be updated immediately as things change including notifications to the services using it.
- QuiqCare Provider Assurance is the ideal collaborative platform for multiple stakeholders, and has been designed to allow multiple user access; the tiered grouping structure means that different service types and areas can be precisely segmented whilst retaining access to the bigger picture.
- The QuiqCare platform is unique with no comparable solutions available at a similar price point.
- There is an all-inclusive licencing model, with commissioners able to purchase a complete solution and distribute to their providers at no cost if they wish.
- The commercial model can be discussed on a case-by-case basis, with different price levels depending on the number of potential users, sites and service types.

## Summary

QuiqCare Provider Assurance is deployed quickly and inexpensively and has established a collaborative platform giving instant visibility of the current compliance position of providers in relation to their quality assurance obligations, showing everything related to the provider including audits, action plans and inspection reports all in one place.

QuiqSolutions has a proven implementation methodology to map directly to your workflow and using existing standards, resources and audits where possible. After an initial consultation period there will be an agreed implementation plan and milestones to a successful completion.

QuiqSolutions have a proven track record in successfully rolling out new technology in a challenging timescale. Regular update reports are provided showing the level of adoption and there is close engagement with the commissioners to ensure that all providers are informed about Provider Assurance and what their obligations are going to be.

## Further information

QuiqSolutions is happy to discuss any requirements in person and to arrange either remote or onsite demonstrations on request.

QuiqSolutions has completed an information governance process using the Department of Health's IG Toolkit at the HSCIC (Health & Social Care Information Centre).

For more information on this and to see the report go to <https://www.igt.hscic.gov.uk> and search for **QuiqSolutions** or reference no. **8J961** (*you need to click on the link for the 'report of participating organisations' assessments*).

There is also additional information at: [www.quiqsolutions.com](http://www.quiqsolutions.com)

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