

# Quality Monitoring Model and Action Scoring

## Sources of Intelligence

Practitioner information

User-led organisation quality check

Electronic Call Monitoring (ECM)

Quality Compass

CQC Compliance

Quality Helpline Intelligence

Safeguarding Information

Intelligence from these sources will be used by the Quality team to risk rate the service, and determine need or urgency of quality review

Service Providers will receive a quality review by a member of the quality team initially focusing on 3 of 9 possible domains, such as **Daily activities and routines, Medication, Audits, Behaviour, Incidents and deterioration etc.** These domains will be decided on depending on information from the sources of intelligence

Quality Monitoring Process

A quality reviewer will visit the location to review evidence towards the initial 3 domains chosen.

Should visits be suspended due to covid19 restrictions, the above will be replaced by remote work. A request for up to 15 pieces of evidence covering 3 domains will be requested. You will upload these to an online Quality portal within 10days. Quality reviewer responds within 14days to discuss and an action plan created.

## Action plan created

If the service has any of the following:

- Significant actions\* in any area
- Over 12 minor actions overall

**Action plan created based on the 3 domains. Any red actions will be reviewed within 7 days. During this time the remaining 6 domains will be reviewed and action plan sent within 21 days**

## Outcome 1

If the service has any of the following:

- No significant actions
- Under 12 minor actions overall

**Results in score of +1**

**Action plan created based on 3 domains reviewed and will be sent within 7 days**

\*Significant actions = anything that has caused **OR** is likely to cause harm.

## Outcome 2

If the service has any of the following:

- Under 34 minor actions overall
- Less than 2 significant actions overall

**Results in score of 0**

**Action plan will be reviewed at intervals concluding at 6 weeks**

## Outcome 3

If the service has any of the following:

- Over 34 minor actions overall
- 2 or more significant actions

**Results in score of -1**

**Action plan will be reviewed at intervals concluding at 6 weeks**

## 1. Action plan

The Quality Reviewer will create an action plan based on the areas monitored.

The Service Provider must submit evidence towards the action plan within the RAG timescale identified, though this may be subject to discretion depending on the significance of concerns raised or situation of the provider:

Red actions – evidence to be provided within 1 week

Amber actions – evidence to be provided within 4 weeks

Green actions – evidence to be provided within 6 weeks

The Quality Reviewer will review evidence submitted towards actions at each stage and provide feedback to the provider. Further Quality Calls or Quality Visits will take place as required within this period.

### Expectation of Providers:

- To work pro-actively with the quality team
- We anticipate that proprietors attend meetings
- We anticipate that actions are completed in a timely manner

Where a provider fails to meet agreed timescales or does not engage satisfactorily in the process, the Quality Reviewer may seek involvement from senior persons in Service and/or Quality Team

Where Quality Reviewer continues to be dissatisfied with provider response/progress, a course of action will be agreed with wider Quality Team and other relevant professionals. A poor-quality outcome may progress along the escalation process with the possibility of a Notice of Dissatisfaction, Suspension, or Performance Improvement Plan.

## 2. Action Scoring: How action plans affect 'Quality Banding'

The outcome for a service, reached in accordance to the quality visit flowchart, determines its 'Action Scoring'. As shown, the action score will depend on the number and seriousness of actions given to the provider in the Quality Reviewer's action plan. A service can have an action score of +1, 0 or -1.

This action score then feeds in to the Quality Banding as shown in section 4 of this report.

## 3. Compliance Scoring: How a provider's efforts to work with the quality team affects its 'Banding'

In addition to a service’s action score, they will also be given a ‘Compliance score’. This scoring is aimed to reflect the efforts of providers to incorporate changes recommended by the quality team as well as their current action plan.

A provider will be given a compliance score of 0 if it fails to meet actions arising from a quality visit within the timescales specified by the quality reviewer.

A provider will be given a compliance score of 1 if it sufficiently meets actions arising from a quality visit within the timescales specified by the quality reviewer, regardless of how many actions it has.

If a provider does not have any actions resulting from a quality visit, it will also be given a compliance score of 1.

The quality team will also consider any mitigating circumstances which have affected the provider’s ability to rectify issues. They will, for example, talk to operations to incorporate a wider perspective.

This action score then feeds in to the Quality Banding as shown in section 4 of this report.

**4. Quality Banding:** How a provider’s scoring feeds into a quality algorithm

The Quality visit banding will be calculated as follows:

- It will incorporate an Action Score based on the service’s action plan
- It will also incorporate the provider’s compliance in addressing these actions

Action scoring will be assessed at the beginning of the Quality Team’s engagement with the service and compliance scoring at the end so that the provider’s score reflects the most up-to-date information.

These two scores combine to give an overall score which dictate the service’s banding:

		Action Score			➡	Combined overall Score		Banding
		-1	0	+1		-1	0 & 1	
Compliance Score	0	-1	0	1		-1	Poor	
	1	0	1	2		0 & 1	Adequate	
						2	Good	

For example, an action score of -1 but good compliance in rectifying quality issues will give the provider an overall score of 0. This will place the provider in the 'adequate' banding.

Based on this banding system a provider will only be categorised as poor if they both have a large number of actions *and* it is not taking appropriate steps to rectify the issue.