

# Adult Commissioning Quality Assurance Framework

Provider Update

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Accountable Integrity Empower Respect Excellence



# Updates & Requests

- Providers would have received MS Forms links for GCC's for complaints audit to be completed by ***Thursday the 10<sup>th</sup> of July*** and clarification on ***Notification of Dissatisfaction*** stipulations
- The purchasing of a quality assurance platform that proposes to enable:
  - A PowerBI risk management dashboard where each service has access to their risk profile and scoring
  - A Provider self-assessment function that can be saved and continued for ease in completion and submission
  - Providers have access to their business and service profile
- Training for Providers who partake in the new quality self-assessments via the platform, will be provided to your relevant service staff and will take place on circa ***Autumn 2025***
- Training for ALL care Providers will take place circa the ***Spring of 2026***
- The digital platform and the Quality Assurance Framework '***Go Live***' is projected in the ***Summer of 2026***

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# Pilot Project Timelines

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# Community Services

Service Type	Description	Who?	Date/s (currently projected )
Domiciliary Care	Complete self-assessments according to service allocation on PAMMS	Providers	November 2025
	Analysis scoring mechanism results and text answers and request clarification and evidence queries	Officers	November 2025
	Re-scoring of standards (if required) and feedback to Providers	Officers	December 2025
	Provider feedback	Providers	December 2025 / January 2026
Day Centres & Services	Complete self-assessments according to service allocation on PAMMS	Providers	January 2026
	Analysis scoring mechanism results and text answers and request clarification and evidence queries	Officers	January 2026
	Re-scoring of standards (if required) and feedback to Providers	Officers	February 2026
	Provider feedback	Providers	February 2026

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# Community Services... continued

Service Type	Description	Who?	Date/s (currently projected )
Forensic	Complete self-assessments according to service allocation on PAMMS	Providers	January 2026
	Analysis scoring mechanism results and text answers and request clarification and evidence queries	Officers	January 2026
	Re-scoring of standards (if required) and feedback to Providers	Officers	February 2026
	Provider feedback	Providers	February 2026
Direct Payments	Complete self-assessments according to service allocation on PAMMS	Providers	February 2026
	Analysis scoring mechanism results and text answers and request clarification and evidence queries	Officers	March 2026
	Re-scoring of standards (if required) and feedback to Providers	Officers	March 2026
	Provider feedback	Providers	April 2026

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# Accommodation Services

Service Type	Description	Who?	Date/s (currently projected )
Residential Care Homes	Complete self-assessments according to service allocation on PAMMS	Providers	November 2025
	Analysis scoring mechanism results and text answers and request clarification and evidence queries	Officers	December 2025
	Re-scoring of standards (if required) and feedback to Providers	Officers	January 2026
	Provider feedback	Providers	February 2026
Nursing Care Homes	Complete self-assessments according to service allocation on PAMMS	Providers	November 2025
	Analysis scoring mechanism results and text answers and request clarification and evidence queries	Officers	December 2025
	Re-scoring of standards (if required) and feedback to Providers	Officers	January 2026
	Provider feedback	Providers	February 2026

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# Supported Living Services

Service Type	Description	Who?	Date/s (currently projected )
Supported Living	Complete self-assessments according to service allocation on PAMMS	Providers	November 2025
	Analysis scoring mechanism results and text answers and request clarification and evidence queries	Officers	November 2025
	Re-scoring of standards (if required) and feedback to Providers	Officers	December 2025
	Provider feedback	Providers	December 2025
Extra Care	Complete self-assessments according to service allocation on PAMMS	Providers	January 2026
	Analysis scoring mechanism results and text answers and request clarification and evidence queries	Officers	January 2026
	Re-scoring of standards (if required) and feedback to Providers	Officers	February 2026
	Provider feedback	Providers	February 2026

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