

# Adult Commissioning Quality Assurance Framework

Provider Update

Jenny Cooper, Head of Commissioning for Quality & Performance  
July 2025

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# 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**



# 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 ) |
|-------------------------------|----------------------------------------------------------------------------------------------------|-----------|-------------------------------|
| <b>Residential Care Homes</b> | 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                 |
| <b>Nursing Care Homes</b>     | 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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