

Arden Commissioning Support



The Care Homes Quality Dashboard



Specialist solutions
at the heart of healthcare

The Care Homes Quality Dashboard

Public confidence has been shaken since the national media coverage of abuse of vulnerable people in care settings across the country. Government enquiries into these cases culminated in the publication of the Francis, Berwick and Winterbourne report. All three reports detailed a need for an improvement in Patient Quality and Safety standards in care settings, as well as the need to report these as part of culture of shared learning and transparency.

It is extremely difficult to maintain adequately high levels of contract monitoring visits in order to determine whether the provider is delivering high quality and safe care. As a solution, NHS Arden Commissioning Support has developed the Care Homes Quality Dashboard.

What is it?

The Care Homes Quality Dashboard is an online self-assessment quality monitoring tool which providers complete quarterly to provide assurance on a range of clinical and performance indicators such as: infection control, falls, pressure ulcers and hospital admissions.

Background

Developed over the last two years, in collaboration with the local authority, care homes and clinicians with expertise in the community setting, the Care Homes Quality Dashboard has been specifically designed to cater for both care home providers and commissioners. Once created, the Dashboard was pilot tested in 25 homes, where the feedback helped further develop the system.



The dashboard provides

- Daily Vacancies – Home Vacancies & Patient Funding Sources
- Registration Form – Contact Details & CQC Compliance
- Serious Incident & Never Event Reporting Portal – Allows Providers to provide real time alerts to patient safety teams of incidents that occur in the care setting
- Quarterly Submission – Providers submit clinical quality, workforce and equipment indicators
- Provider Archive – Providers able to access past information which encourages providers to make their own deductions and improvement programmes
- Advanced Reporting – Detailed analysis in order to make evidence based commissioning decisions

Find out more...

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T: 01926 353 806 **E:** ardencareportal@ardencsu.nhs.uk **W:** www.ardencsu.nhs.uk

Benefits for Commissioners

- Easy to use – Only requires internet connection, no additional software required. Created for those with very little IT experience
- Assurance – Provides Assurance to commissioners that services are delivering high quality, safe care
- Based on NHS Standard Contract – Created based on KPIs from NHS Standard Contract and CQC Inspection Guidance
- Meets CQCs Outcome 16 for Providers
- Learning Resource – Linked to separate website with learning resources including policies, guidelines and posters.
- Local Intelligence – Provides Commissioners with local intelligence for evidence based commissioning decisions

Case study – Warwickshire & Coventry

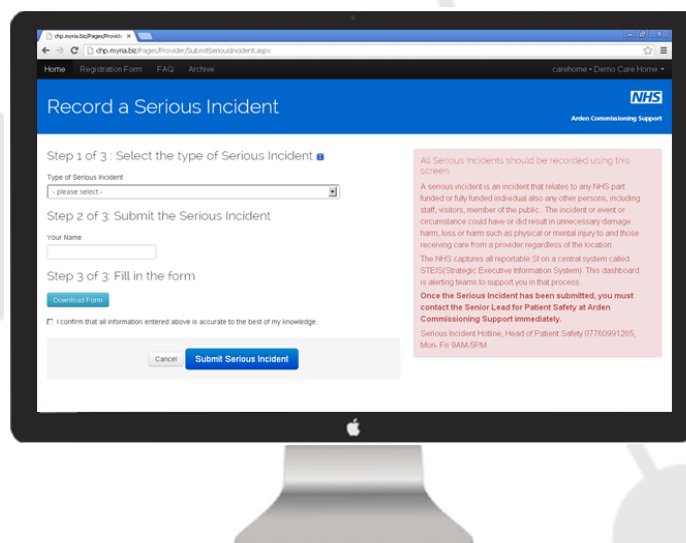
The Care Homes Quality Dashboard was first launched in Warwickshire & Coventry in August 2013 to 63 Nursing Homes. Subsequent training and support was provided to providers and following this 100% of providers submitted their quarterly information after two mandatory quarters. There has been an increase of serious incidents reported and themes identified from these triggered support for providers. Data from the submissions was analysed, and a theme of residents repeatedly falling was identified, in response ACS provided falls coordinators to work with the homes and also provide training on falls awareness and prevention to providers. The Dashboard has also improved communication with providers and received positive feedback from providers.

“The dashboard allows us to submit information to both provide assurance as well as identify areas of support. It is easy to use and we can access learning material through the dashboard. The Dashboard is a great way to improve quality of care delivered within care homes.”

Jo-Anne Wilson, Manager – Galanos House, Southam

“The Care Homes Dashboard has the potential to significantly strengthen assurance that nursing homes are delivering high quality and safe care.”

Rachael Skinner, Quality Assurance Manager at NHS Redditch & Bromsgrove CCG and NHS Wyre Forest CCG



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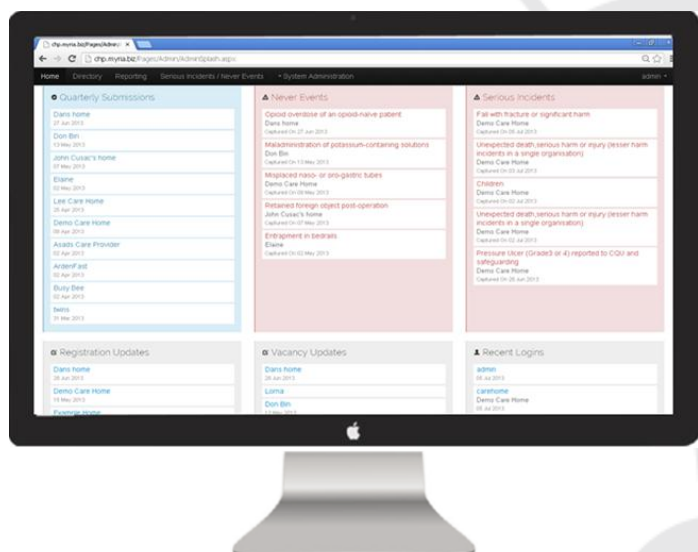
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Why Arden Commissioning Support?

NHS Arden Commissioning Support has a track record of successful project implementations across a range of different geographies. We provide extensive support to providers and commissioners both during the implementation and thereafter. ACS also have staff experienced in quality and safety, particularly in the care home setting.

Future work

NHS Arden Commissioning Support are currently undergoing early developmental work to modify the Dashboard for Residential Homes, Hospices, Mental Health & Learning Disability Homes and Domiciliary Care Providers.



“As engagement with, and use of, the tool develops it will provide valuable intelligence that may be used to contribute toward better informed strategic decisions and planning, based on the needs of our local population and local providers”

Lisa Levy, Deputy Executive Nurse / Head of Quality at South Worcestershire CCG

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