

Improving Practice In The Care Provider Market



Project Team

Lara Gillman – Senior Commissioning Manager
Jess Breeden – Quality Investigations Officer

About the Project

The Disability Quality Assurance Team (DQAT) visit providers who provide support to working age adults and assess whether they are:

- Providing good quality care
- Adhering to contractual obligations
- Complying with national legislation and standards.

The assessment process has recently been reviewed and therefore previous best practice guidance is now outdated. Simultaneously, the Commissioning frameworks have been redeveloped and CQC inspection regimes have changed, further cementing the need for a clear provider best practice guide.

Recent assessment data evidences providers have received the following overall ratings - 45% Compliant - 45% Partially Compliant – 10% Non-Compliant. Since implementation, only 1 assessment has received an overall rating of Exceeds Compliance. It is reasonable to suggest clearer guidance may improve future ratings.

Aims & Objectives

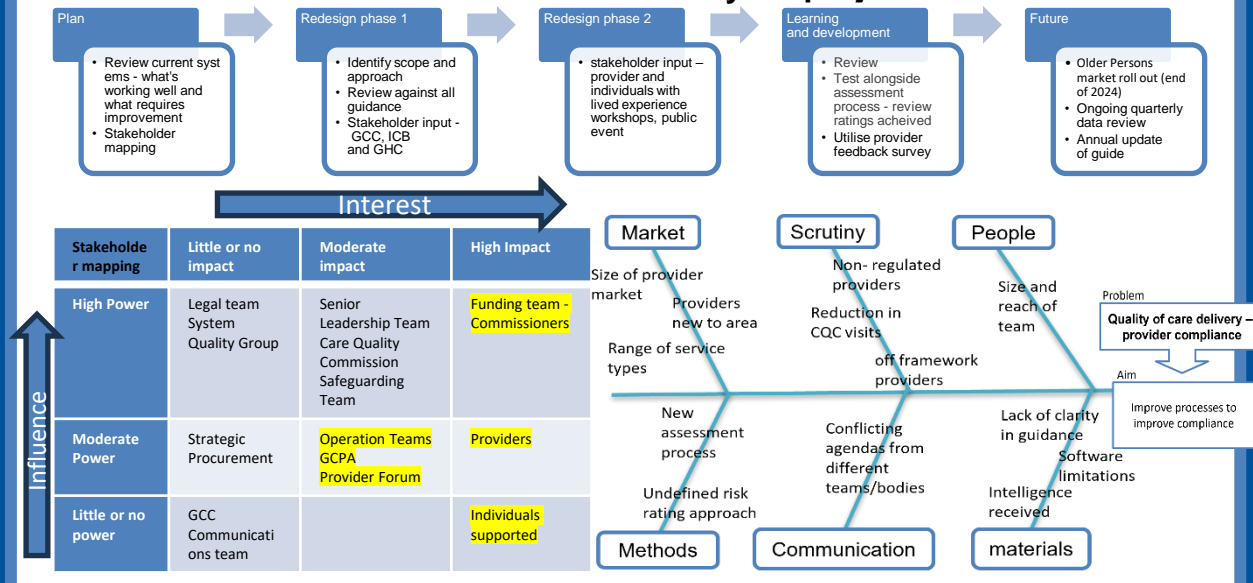
Aim:
To improve the process for quality assurance in Gloucestershire

Objectives:
1 – To increase stakeholder involvement in our process design
2 – To improve compliance ratings by 10% at assessment in April 2025

Measures Used

- Qualitative:**
- Provider feedback of their user experience
 - Nature of proactive support requests from providers
- Quantitative:**
- Increased proactive support requests from providers
 - Reduction in providers identified as 'high risk'
 - Higher proportion of Compliant and Exceeds Compliant ratings achieved
 - Improved outcomes in CQC inspection

Quality Service Improvement and Redesign (QSIR) Tools: Methodologies used and contribution to your project



Project Outcomes, Progress and Impact

The Big Health Day 2024

Our feedback was really listened to
The guide is really user friendly



Outcomes:

- Generation of a draft co-produced quality assessment compliance guidance

Progress to Date:

- Stakeholder mapping and engagement to understand how we exceed compliance
- Attended Big Health Day community event to promote improving practice and foster working relationships

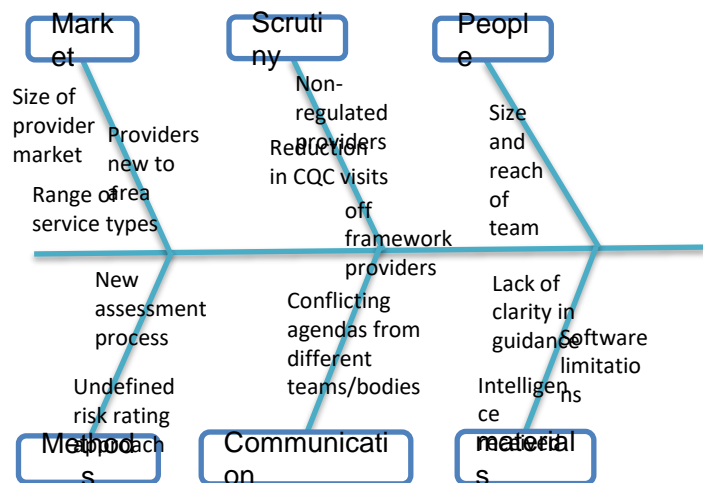
Learning for the Improvement Community

Coproduction with stakeholders has been instrumental in creating a compliance guide that is fit for purpose.

Future development possibilities:

- Adapting guide to a wider provider market, e.g. older persons care homes
- Linking guide to CQC standards

Fishbone diagram



Problem

Quality of care delivery – provider compliance

Aim

Improve processes to improve compliance