

Compliance. Performance. Insight.

## Case Study: Healthcare Homes; improving safety

*Healthcare Homes' implementation of the Assured Compliance solution, with a focus on patient safety, quality and leadership development, enables the organisation to deliver high quality care and address the needs of high-dependency dementia residents.*

With continuing pressure on care services and reduced public funding, the independent care home sector must improve quality to sustain viability. Healthcare Homes, launched in 2005, has always focused on creating an environment where residents receive the highest standards of care; where dignity is respected; where talents and interests are encouraged; and where life is lived to its fullest potential.

After taking up her post Helen Hill, Group Quality Director, identified that there was room for continuing to improve quality and safety and the skills of the homes' workforce. On looking for a system solution to support these goals Helen reviewed and selected the Assured Compliance service from IPROS, based on its flexibility and usability.

### Getting Started – the overall goals

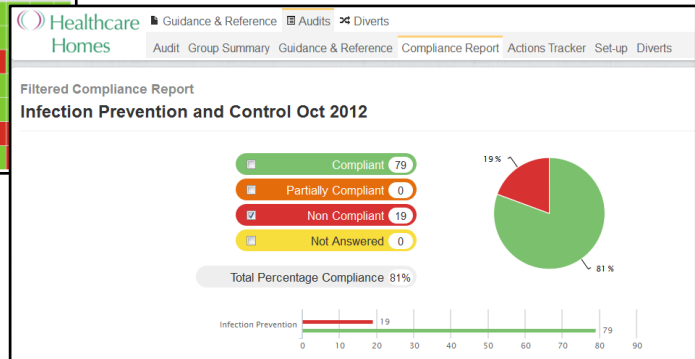
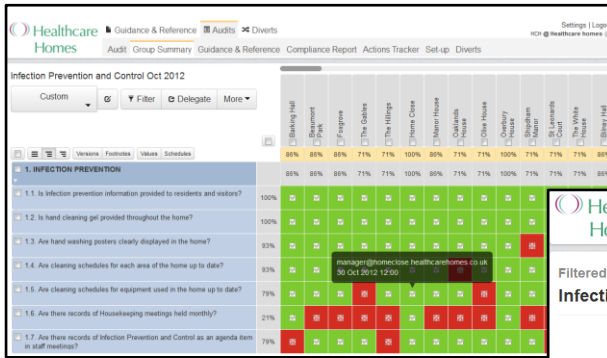
"We always focus on providing the highest standards of care. As we grow, producing a clear view of quality of service across all homes becomes a more challenging task" said Helen.

"I need to be able to get a current view across all our homes whenever I need it. This system needed to enable us to improve the quality of care for our residents and ensure we support all our home managers to do the best job they can. With Assured Compliance the implementation process was simple and effective, enabling us to deploy the best of our quality management processes within the system without needing to change our approach to care."

### Step 1: Pathfinder Approach – key factors

From the start, Helen wanted to focus on key delivery and safety indicators and to be able to use the system as a coaching tool to enable managers to improve, not just to be looking at the CQC indicators but the broader picture. Firstly to get the home managers familiar with and get input to the process the pathfinder approach was taken – using Infection Control and Medications audits to benchmark the process and engaging the core management group.

Case Study



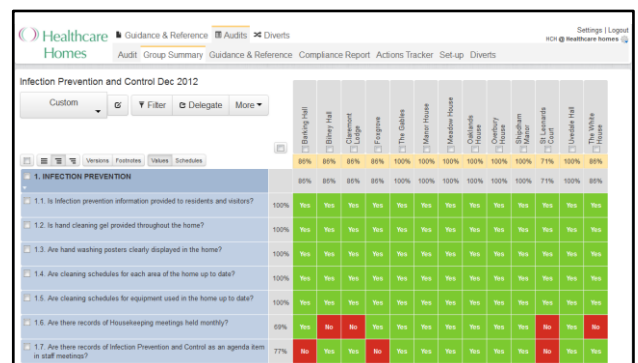
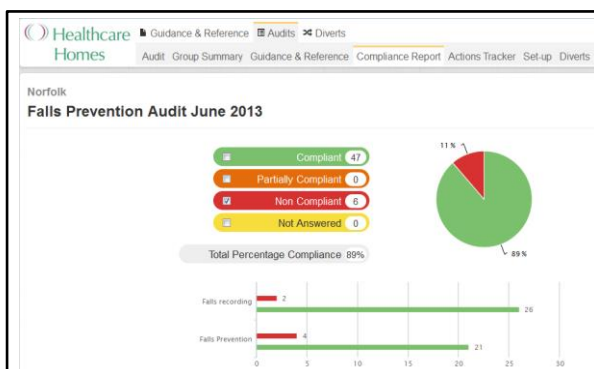
Following running through the two pathfinder audits, engaging all the care home managers, the next step was to broaden out the audits with the Operations Managers. The key factor was to “hold up a mirror” to the Home Managers regarding performance and moreover to empower them to deliver on outcomes. The different views of audits can be seen clearly at all levels in the organisation, from the Board right down to the Home management.

## Step 2: Broader and Deeper

*“There are things that we know we don't know. But there are also unknown unknowns. There are things we don't know we don't know.”* **Donald Rumsfeld, US Secretary of State**

From the end of 2012 the deployment was broadened out to include Tissue Viability, Diet & Hydration, Activities Provision, Falls Prevention and Safeguarding.

This systematic approach ensures that Home Managers and self-assess their performance and are fully accountable for compliance. The system stores a fully documented audit history available for inspection at any time, enabling Healthcare Homes to be confident in their ability to maintain quality across the business and to be ready for regulatory inspections at any time. The quality reporting can be reviewed at any time by managers at all levels – regional managers can review their region, functional managers can review their specific area (e.g. Infection Control).





### Step 3: Tracking trends and improving performance

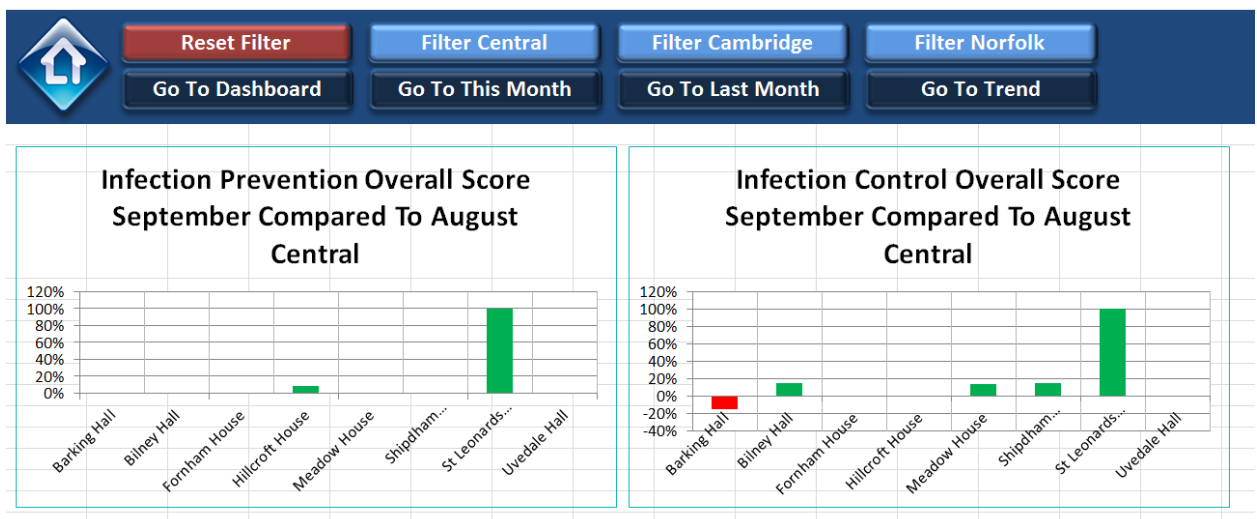
*“We are what we repeatedly do. Excellence, then, is not an act, but a habit.”* Aristotle 384-322 BC

From November 2012, compliance across the seven key areas was tracked and improvements in compliance varied from 8% in Infection Control – already good – to 87% in hydration and nutrition – a key area in all healthcare settings. Ensuring that clinical compliance is significantly and consistently ahead of the CQC minimum standards means that everyone has confidence that there will be no avoidable crises.

The management team focuses consistently on quality and on improving performance month on month. The team reviews quality reports from the Assured Compliance system in monthly management meeting and shares best practice proactively:



Over the course of the year IPROS built a customised trend reporting suite for the Healthcare Homes system; enabling filters across all the key areas and enabling trends in each area and in aggregate to be selected against regions, showing areas improved or of most concern in comparing one period with another:



Case Study: Assured Compliance

Tissue	Viability	September	Compared To August	Central					
Area	Home	Pressure Ulcers Overall Score	Admissions Overall Score	Staffing levels & qualifi. Overall Score	How many residents have a G1 PU?	No. G1 PU of these residents with episode of acute ill health in the last month?	How many residents have a G2 PU?	No. G2 PU of these residents with episode of acute ill health in the last month?	How many residents have a G3 PU?
Central	Barking Hall	25%	-50%	0%	-2	0	0	0	-1
Central	Bilney Hall	0%	0%	0%	0	0	0	0	0
Central	Fornham House	-25%	0%	0%	1	0	0	0	0
Central	Hillcroft House	-25%	0%	0%	1	1	0	0	0
Central	Meadow House	0%	0%	0%	0	0	2	0	-2
Central	Shipdham Manor	-25%	0%	0%	-1	-1	1	0	0
Central	St Leonards Court	100%	100%	50%	0	0	0	0	0
Central	Uvedale Hall	0%	0%	0%	0	0	0	0	0

**Next Steps: A continuing journey**

*“Quality means doing it right when no one is looking.” Henry Ford*

Helen's team is now focusing on the future: ensuring that leaders and care workers are equipped to provide a consistent, improving and excellent level of care for residents. The objective is to continue improvement by focusing on different key areas and ensuring that managers take ownership of quality. Patient safety is always paramount and measures which the reporting managers take are clear from their action plans.

**Benefits of the Assured Compliance approach**

The Assured Compliance solution provides a single reporting point for all outcome-based policy and compliance reporting and documentation, enabling healthcare businesses to assure and improve service quality and safety. The solution ensures that compliance and evidence of compliance is current and reliable across the organisation.

The system is self-managed by the care provider at the “coal face”. Should documentation not be submitted, or the service fall below the required standard, the activity is ‘red flagged’. The real power is in how easy it is to use and how it stores a total record of all documentation and responses. If you need to manage activities at multiple regions, or simply have a system in place to manage your regulatory requirements, you will not find an easier, more flexible and scalable, or more cost effective solution anywhere.

If you would like to know more about our solutions and have a no obligation discussion about how we could help you get better and up to date information about quality of delivery across your organisation, then contact us using the information below:

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