radar healthcare

Helping you to make a difference

CQC INSPECTION PREPARATION:

How Radar Healthcare can help with regulatory success

A CQC inspection can be daunting for any health and social care provider especially with the new changes being rolled out across the country. To combat any uncertainty around CQC inspections, it is imperative that organisations like yours are prepared by having full, real-time visibility of your quality and compliance status.

### THERE ARE FIVE QUESTIONS THE CQC ASK OF ALL SERVICES...

✔ Are they safe?

✔ Are they effective?

✔ Are they caring?

✔ Are they responsive to people's needs?

✔ Are they well-led?

> Managers used systems to collect data from the service. Managers had access to a secure electronic database called 'Radar Healthcare' which gave them oversight of incidents, complaints, staff sickness, policies, audits and safeguarding referrals. It was easy to pull data from the system and create reports. For example, on length of treatment." **CQC Inspector**

Read on to find out how a digital approach to quality and compliance management can help you prepare for a CQC inspection...

As the framework changes, CQC inspectors will expect you have up-to-date information available to help you demonstrate your compliance more regularly than ever before. As a result of this information, the inspector's observations, and feedback from other bodies, the CQC will award you with a score, which will fall under one of four ratings:

INADEQUATE

REQUIRES IMPROVEMENT

GOOD
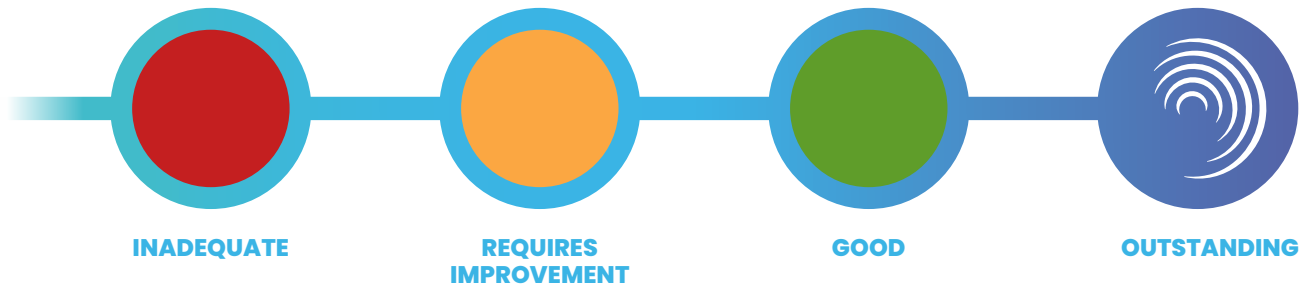
OUTSTANDING

RADAR HEALTHCARE CAN HELP YOU BE OUTSTANDING!
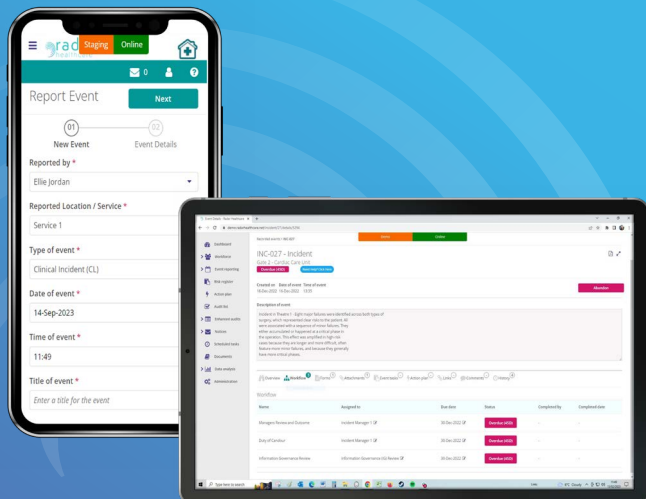
Radar Healthcare is trusted by over 10,000 locations supporting quality and compliance improvement in line with CQC standards.

No health or social care provider is immune to a CQC inspection and with an increasing level of expectation on providers to deliver the very best care, Radar Healthcare provides a level of automation and oversight to help you easily demonstrate effectiveness, control, awareness and governance for each area of your organisation when required.

And with the future focus of the CQC being placed on identifying where providers are successfully harnessing new technology to improve outcomes for people, Radar Healthcare simplifies the regulatory complexities you face, ensuring that you're fully prepared for your next CQC inspection.

KEY FEATURES

Ability to create, schedule and monitor all types of internal audits

Collect feedback into one location, analyse and report on key trends

Full evidence compilation including photos and the ability to upload documents

Pre-loaded CQC audits

Automated action plan allocation and tracking

Real-time KPI and dashboard reporting against compliance and the CQC standards

HOW RADAR HEALTHCARE WORKS...

CAPTURE
Radar Healthcare captures, consolidates and automates organisational processes in line with your governance framework, ensuring that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed.

REPORT
Whether you manage one or multiple care settings, Radar Healthcare gives you real-time visibility of your compliance status across a series of easy-to-understand dashboards – providing assurance that your team is delivering service excellence.
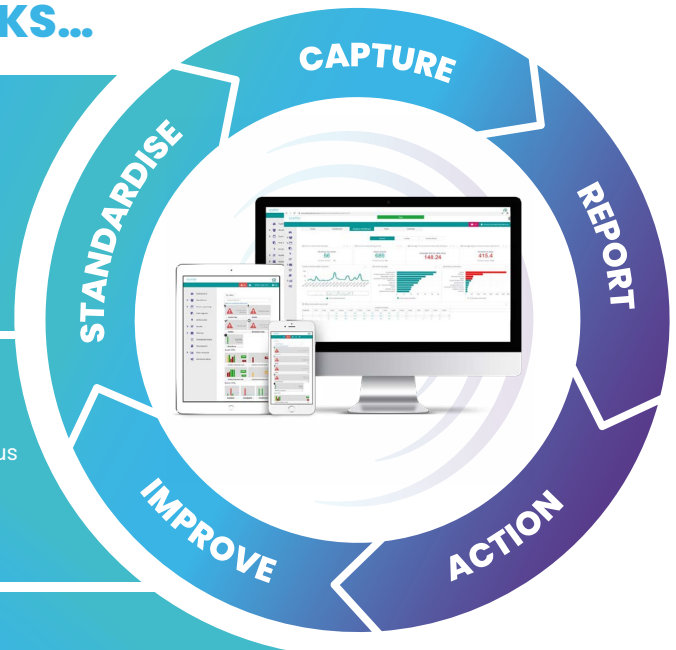
ACTION
Radar Healthcare supports you to execute and monitor the effectiveness of action plans against areas of audits and incident management.

IMPROVE
Radar Healthcare's automation of operational and regulatory processes facilitates a cycle of continuous improvement and helps you accurately measure results against your quality objectives and regulatory expectations.

STANDARDISE
Radar Healthcare helps you turn good practice into standardised behaviours and promote a strong culture of quality and compliance.

RADAR HEALTHCARE DELIVERS MORE...

TO SUPPORT YOU WITH CQC AUDIT PREPARATION, RADAR HEALTHCARE DELIVERS

- Management of workforce training and compliance
- Effective risk management
- Management and reporting of incidents
- Action and improvement plans
- Document management
- Business process management
- Business-wide audit management

- Self-regulation of internal and regulatory compliance
- Collation of feedback into one central system
- Automated approach to standardised best practice service delivery
- Digitisation of manual process to deliver operational efficiencies
- Ability to evidence service excellence and continuous improvement
- Real-time visibility of quality and compliance status

DRIVING IMPROVED OUTCOMES INCLUDING

Motivation within the workforce is important to ensure high staff retention. However, it can be difficult to keep everyone engaged when so much of working in care is around regulation as opposed to the care of actual residents. Avery Healthcare's statement is powerful justification for digital transformation in care, as they state:

> "We now demonstrate positive outcomes, so we can use that as evidence to the CQC. If we encourage staff posting positive events as well as incidents on Radar Healthcare, we are going to be able to present these great experiences in our homes to our investors, the CQC and other regulators."

Avery

HOW RADAR HEALTHCARE ALIGNS TO THE CQC'S NEW QUALITY STATEMENTS AND EVIDENCE CATEGORIES

Radar Healthcare aligns with the CQC's new quality statements by providing a comprehensive and tailored solution to help health and social care organisations and providers meet and exceed these quality standards. Our digital risk management platform serves as an invaluable partner in helping providing the tools, systems, and support needed to gather, manage, and analyse data, promote effective communication, and continuously improve care quality in accordance with the CQC's standards.

" ARE THEY SAFE? "

How Radar Healthcare supports the Safe CQC Quality Statements

- **Learning culture:** The CQC want proactive teams with efficient action plans. Radar Healthcare's integrated Action and Improvement Plans monitor, manage, and address issues identified in audits, complaints, or risks.

- **Safe systems, pathways and transitions:** Incidents related to patient safety, workplace safety, or any other safety concerns are logged through the Events module. Analytics underpin everything which means incident reports help organisations to identify trends, learn from past events and understand the root cause of what's happening. This means they can take proactive measures to risk management, preventing potential future incidents and ensuring positive outcomes.

- **Safeguarding:** Radar Healthcare simplifies this by standardising policies and procedures with Document Management. Workforce Compliance helps track staff training. Incidents are logged and managed efficiently, ensuring future prevention. Notices feature aids communication and ensures staff receive and acknowledge important information. Radar Healthcare offers flexibility by allowing customisation of events, processes, and staff training with ease.

- **Involving people to manage risks:** Audit Management assesses processes, while Risk Management identifies, tracks, and manages issues and potential threats. The configurable Risk Register and automated Action Plans provide insight and structure for improvement.

- **Safe environments:** Radar Healthcare's software ensures comprehensive checks on equipment, environment, and safety measures. The Audits module ensures accurate reporting and Action and Improvement Plans on routine checks. With everything underpinned by analytics and one central solution bringing everything together, this gives your organisation a full picture view in real-time so you can constantly monitor and evolve your processes.

- **Safe and effective staffing:** By facilitating workforce compliance, full visibility of each individual can be recorded and overseen. Training documents are logged and flagged when anything needs to be reviewed. This also links back to any incidents which might have occurred, protecting staff in the event that everything was done according to the correct process. Analytics dashboards and machine learning are able to detect trends and anomalies to further assist in continuous improvement.

- **Infection prevention and control:** Events offer full visibility of infection cases. Audits enforce learning implementation and minimise infection risks. The Workforce Compliance module ensures staff are properly trained in infection prevention and control.

- **Medicines optimisation:** Radar Healthcare's Document Management keeps staff updated with the latest documents and provides an audit trail for internal communication. Conduct regular audits through Radar Healthcare for safe medication use, log incorrect uses as events, assign actions for learning, and reduce the risk of recurrence.

ARE THEY EFFECTIVE?

How Radar Healthcare supports the Effective CQC Quality Statements

- **Assessing needs:** Care is maximised by ensuring a system is put in place that is tailored to an organisations individual needs and business objectives. Radar Healthcare offers a range of solutions to suit all health and social care providers.

- **Delivering evidence-based care and treatment:** Radar Healthcare elevates care standards with Document Management for up-to-date policies and the Audit module for self-assessments and improvement action plans. Feedback is collated centrally to ensure evidence is continuously captured. Radar Healthcare is also an interoperable system and has live integrations with care planning software providers and electronic patient record systems. This allows all data to be brought together without duplication or risk of human error and any learnings from incidents can be fed back into the relevant system to ensure care is as personalised as possible for individuals.

- **How staff, teams and services work together:** Radar Healthcare simplifies training management through the Workforce Compliance module, allowing for individual or group training assignments with reminders, automated recurring schedules, and management notifications, while also offering policy scheduling with automatic checks and updates for staff assurance.

- **Supporting people to live healthier lives:** Radar Healthcare centralises data and processes digitally to streamline operations, reduce duplication, and save time, enabling care professionals to focus more on delivering person-centred care.

- **Monitoring and improving outcomes:** Radar Healthcare's effectiveness lies in centralising risk, quality, and compliance management, allowing users to oversee and ensure effective care across locations while facilitating seamless sharing of insights for continuous improvement.

- **Consent to care and treatment:** Radar Healthcare integrates with care planning software and medication platforms to ensure that care delivery is consistent and visible for all residents and patients.

ARE THEY CARING?

How Radar Healthcare supports the Caring CQC Quality Statements

- **Kindness, compassion and dignity:** Radar Healthcare's Events module promotes logging compliments and complaints, enabling trend analysis within Analytics, facilitating organisation-wide improvement by sharing positive feedback and addressing issues effectively. These can be logged through a simple QR code whereby the information captured is fed directly into the system and a workflow triggered to inform the relevant people. CQC will be able to see evidence of this feedback within the system with the click of a button.

- **Treating people as individuals:** Radar Healthcare consolidates processes and enhances operational efficiency freeing up time for care professionals to prioritise delivering person-centred care.

- **Independence, choice and control:** Having all data stored digitally and in one central location helps to ensure that care delivery is optimised for each individual. As a partner to organisations across the whole healthcare continuum, Radar Healthcare is also passionate about bringing healthcare organisations and data together to enable a joined up approach to care for individuals.

- **Responding to people's immediate needs:** Collecting feedback from all individuals ensures that needs are being met and action plans put in place for continuous improvement.

- **Workforce well-being and enablement:** Modules like Scheduled Tasks, Analytics, Risk Management, Incidents, and Action Plans promote collaboration and continuous improvement by enabling teams to address concerns, reflect on their efforts, and express appreciation.

"ARE THEY RESPONSIVE?"

How Radar Healthcare supports the Responsive CQC Quality Statements

- **Person-centred care:** Radar Healthcare streamlines data integration and workflow, reducing staff workload and enhancing care delivery through informed decision-making and faster interventions. By integrating with third-party systems such as care planning software providers and electronic patient records, the system also removes duplication and allows carers to make the right decisions at the right time due to being able to see the whole picture of an individual's care and not just a snapshot.

- **Care provision, integration, and continuity:** Radar Healthcare provides increased oversight across multiple locations through Analytics dashboards, ensuring that care is consistent and lessons learned across the entire organisation.

- **Providing information:** Radar Healthcare's customisable dashboards ensure that data is visible in easy to read and digestible formats for all users.

- **Listening to and involving people:** Radar Healthcare not only evidences incidents, complaints, and concerns, triggering improvement plans off the back of them, but offers a space to collate positive feedback and compliments. This feedback can be gained externally through things like QR codes and that information is fed directly into the system so it can also be completely anonymous where required.

- **Equity in access:** Collecting feedback within Radar Healthcare enables providers to analyse and provide evidence-based feedback.

- **Equity in experiences and outcomes:** Collecting feedback through the Events module ensures quality of care and action plans are put in place for improved outcomes.

- **Planning for the future:** Incident reports help in identifying trends, learning from past events, and taking proactive measures to prevent future incidents. End-of-life analytics is achieved within Radar Healthcare's modules.

"ARE THEY WELL-LED?"

How Radar Healthcare supports the Well-Led CQC Quality Statements

- **Shared direction and culture:** Radar Healthcare facilitates information sharing, empowers staff through Analytics, and offers insights on effective practices and collective progress.

- **Capable, compassionate and inclusive leaders:** With Radar Healthcare oversight across the entire organisation is visible and also helps to improve team morale and engagement as processes are standardised and the workload is shared amongst the team.

- **Freedom to speak up:** Radar Healthcare's integrated risk management allows for customised workflows, ensuring appropriate handling of issues, such as bullying or patient safety concerns, with involvement from relevant staff while maintaining confidentiality through permission settings.

- **Workforce equality, diversity and inclusion:** Radar Healthcare ensures equality with Document Management for up-to-date policies. Feedback is collated centrally to ensure evidence is continuously captured.

- **Governance, management and sustainability:** Radar Healthcare can help you transform processes and underpin governance. By using scheduled tasks for weekly checks, mandatory policies through documents, action plans to automate processes, tracking of policy documents through workforce compliance.

- **Partnerships and communities:** At Radar Healthcare we have a strong commitment to customer experience, emphasising continuous support and product maintenance to ensure the success of both people and processes alongside the software.

- **Learning, improvement and innovation:** Connect patient safety processes, link improvement plans to incidents, foster an accountable culture, ensure full visibility, customise to your processes, and detect trends and issues are just a handful of ways Radar Healthcare helps drive continuous improvement.

- **Environmental sustainability – sustainable development:** Radar Healthcare's cloud based software centralises data and communications, eradicating the need to work across multiple channels and paper-based methods.

EVIDENCE CATEGORIES

The CQC framework introduces six distinct evidence categories that outline the CQC's approach to evaluating the quality of care provided in alignment with the new quality statements. It is noted that not all evidence categories relate to each sector, further guidance on this can be found on the CQC website. The evidence categories are:

- **People's Experiences:** The first-hand experiences of individuals under care form this category. It delves into the subjective aspect of care, capturing the essence of how individuals perceive and interact with health and social care services.

- **Feedback from Staff and Leaders:** The insights and opinions of the professionals at the forefront of healthcare delivery, as well as the guidance provided by healthcare leaders, play a pivotal role in shaping the quality assessment process. Their feedback offers perspectives on the inner workings of care.

- **Care Observations:** Through diligent observation, the CQC evaluates care practices in action. This category examines care delivery, allowing for objective assessment.

- **Input from Partners:** Collaboration and coordination among various healthcare entities are vital for comprehensive care delivery. Input from partners in the healthcare ecosystem, such as collaborative organisations contributes to a holistic understanding of care quality.

- **Care Processes:** The intricate procedures and protocols underpinning care provision are pivotal in determining its quality. The CQC scrutinises the processes in place to ensure that they adhere to established standards and best practices.

- **Care Outcomes:** The ultimate yardstick of care quality is the impact on the individuals receiving it. Care outcomes reflect the tangible effects and results of healthcare services on patients.

Notably, half of these new evidence categories pertain to feedback. In light of this, Radar Healthcare offers a comprehensive solution for the centralised collection and analysis of surveys, compliments, and complaints. We assist our partners in enhancing communication among colleagues, healthcare professionals, regulators, residents, and family members through a range of modules, including Incident and Event management, Document Management, Improvement and Action Plans, Audits, Analytics, and more.

E-Zec Medical Transport Services: Implementing an innovative way of using QR codes, patient feedback forms, and Radar Healthcare

Anna and her team recently did some research with E-zec's two commissioning groups that looked at the questions that they were asking their patients after they had used their service. After comparing its questions and answers to the NHS and FFT (Friend and Family Testing) guidance, the team realised that it was not meeting the requirements and guidelines as well as it wanted or could do. From this stemmed the innovative idea of implementing QR codes as a way of quickly collecting and capturing customer feedback.

The QR codes are located on a range of materials like patient leaflets, posters and other documents that are easily accessible to E-zec's patients, and the QR code link directly leads to the patient survey form. The answers are then centralised into Radar Healthcare, ready to be processed and reported on.

So far, the combined strategy of using contractual phone calls and QR codes has successfully delivered in excess of 500 patient feedback forms each month, giving E-zec a much clearer idea of how its service is performing.

"Radar Healthcare allows us to centralise all the answers from the patient survey forms – and obviously because Radar Healthcare has a really amazing reporting mechanism, we can report fast on all our patient experiences and learn from that. This again supports how we are constantly listening, learning, and developing." Anna Prowse, Head of Quality Compliance and Health and Safety at E-zec

After seeing the benefits of using QR codes first hand, E-zec decided to implement them into the business to further support employees. E-zec will now have QR codes for Radar Healthcare printed onto colleague ID badges, as a quick and uncomplicated way to access log ins and encourage use of the software on the go.

NICS: A 3000% increase in patient feedback response rate after implementing Radar Healthcare

Patient feedback is an area that NICS has been extremely proactive in; employing QR codes, flyers, and text services to obtain feedback after consultation, as well as obtaining comments from the general public. Within one month of Radar Healthcare being implemented, the number of feedback responses increased from 14 to 82 and now stands at approximately 500 each month – an increase of over 3,000%!

The customisable forms have made a significant difference because people can submit feedback from anywhere and at any time, including those who use the NICS home visiting service.

"Although getting patient feedback from the Urgent Treatment Centre has been more difficult – partly due to its close proximity to St Peter's Hospital departments - we're doing everything we can to increase feedback rates. At our Acute Illness Clinics, we updated our text alerts to provide a direct link to the feedback form which is sent to patients after they have attended their appointment. This small change resulted in a huge increase in submissions. We've also made the form available to the general public on our website in order to gather valuable comments about our services." Marion Shipman, Head of Quality and Governance, North West Surrey Integrated Care Services.

The previous processes NICS used for collecting information were clunky and time-consuming, with limited processes in place to collect and learn from the data. With Radar Healthcare, NICS has been able to build bespoke forms that then collect and store the data within the system, meaning that everything is centralised and can feed into the same reporting dashboard. NICS can then share this directly with team members in their meetings to confirm lessons learned and agree on how these can be shared more widely. They have also been able to use the data and graphics to develop reports for wider sharing.

WHAT IS NON-COMPLIANCE?

Non-compliance is a failure to act in line with regulatory standards and if a process is deemed to be non-compliant, this is followed up through evidence and record checks. An example by the CQC is:

> When we observe care being delivered, we may observe staff moving or lifting people in a way that appears to put them at risk, or that staff aren't engaging with people who use the service. This may lead us to check staff training records and policies, to confirm our findings and inform our judgements.
>
> **www.cqc.org.uk**

SOME EXAMPLES OF AREAS WHERE HEALTHCARE ORGANISATIONS HAVE FAILED CQC INSPECTIONS INCLUDE:

DOCUMENTS AND POLICY
The practice had a number of policies and procedures to govern activity, but some of these were not accessible to staff when needed.

INCIDENT AND RISK MANAGEMENT
Risk assessments had not been reviewed or updated following an incident or accident to reduce the risks of a recurrence.

EMPLOYEE COMPLIANCE AND TRAINING
There was no formal staff induction process in place and there were training gaps in supporting them to develop their skills and knowledge.

AUDIT AND SELF-ASSESSMENT
The practice did not have a programme of continuous clinical and internal audit to ensure their ability to monitor quality and make improvements.

CQC INSPECTION CHECKLIST

To ensure you're always ready for an inspection, here's a handy checklist so you know you're on track...

✓ All the people that should be present at an inspection have been identified and informed	✓ Health and safety records are up to date
✓ All organisational level documentation is in place and has been communicated to demonstrate good leadership	✓ There is a clear mechanism for people who use your service to tell you about their experience
✓ All workforce records are up to date including HR, training, appraisals and supervision records to evidence a fully competent and compliant workforce	✓ Incidents and risks are clearly logged along with associated action plans and demonstrable evidence of the service being able to close the loop on these
✓ All policies are up to date, reviewed regularly and communicated to the workforce with a clear record of when they have been read	✓ There is a clear process for submitting event notifications and feedback to the CQC
✓ All processes and procedures are up to date, reviewed regularly and communicated to the workforce	✓ Patient/Resident information is up to date, reviewed regularly and communicated
✓ There is evidence of regular internal audits carried out to assess the effectiveness of each process or procedure	✓ Feedback is collated in one central system or place ensuring evidence-based care

FURTHER RESOURCES AND SUPPORT

With the new CQC framework being implemented in late 2023/2024, there are many resources available for providers to help better understand what this means to you and how you can best prepare your organisation for regulatory success.

The world of health and social care is changing and so are we. We're changing how we regulate to improve care for everyone – building on what we've learned to introduce a new approach that is flexible, responsive and fit for the future. All webinars from the CQC are available at youtube.com/@CareQualityComm

www.cqc.org.uk

RESOURCES AND PODCASTS TO FURTHER ASSIST WITH CQC REGULATORY SUCCESS

'What the HealthTech?' is a podcast from Radar Healthcare. A platform for professionals in health and social care to have open discussions on creating change, tackling challenges and making an impact on people's lives.

Two episodes that focus on the CQC framework are:

S1, Ep039: Cracking the CQC, with HC One's Antony Hall

Antony Hall, Head of Insights, Assurance and Governance at HC One, talks about his past at the Care Quality Commission. Listen to learn how to use your CQC rating to action change in your organisation.

S2, Ep003: Get CQC ready, with Louie Werth, Director Care Research

Louie Werth, Director of Care Research, discusses the world of CQC readiness. He offers further guidance on the new Care Quality Commission framework, quality statements and the importance that feedback is going to have along with top tips that all providers should be doing now to get prepared for the upcoming changes in 2024.

Season 1, Episode 39: CRACKING THE CQC

Season 2, Episode 3: GET CQC READY

To find out more about how Radar Healthcare can support your organisation, visit **www.radarhealthcare.com**

radar healthcare
Helping you to make a difference