

Procurement of QCS Management System (Direct contract Award, April 2018)

It is proposed that the QCS Management System is procured so as to facilitate the immediate full CQC compliance of Herefordshire Council in-house 'Shared Lives' and 'Home First' services. Outlined below are the details relating to the purpose for this procurement, the product deliverables and the reasons for selecting this specific product.

What is the purpose for procuring a Quality Compliance Management System?

- Currently, Herefordshire Council operate 2 in-house services with a registered manager as part of the Adult Social services. These services, at this time, do not have a robust system for recording CQC regulated activity;
- There is serious concern that in the event that the CQC were to carry out a spot inspection of either of these 2 services, they would not be fully compliant. This outcome would have serious impact in that there would be a significant number of clients who could require immediate alternative arrangements for their care and support;
- Additionally, in the event of a CQC inspection identifying a non-compliant service, there could be immediate detrimental effect on the overall wellbeing of clients being supported, the council's continued business through reputation, the existing integrated partnerships (e.g., with health agencies) and funding arrangements for current business (i.e., BCF);
- The 'Shared Lives' and 'Home First' services are unique in their re-abling approaches to supporting adults. Potential closure or business suspension (as a consequence of non-compliance) could result in higher dependency care arrangements and higher value care packages;
- As a commissioning authority, there is an expectation that the council provides the model of best practice for the quality delivery of care and support.

How will the QCS Management System meet the necessary needs of the services? What are the product deliverables?

- The product provides a full range of the required documentation necessary for CQC compliance. This range is available as a resource library of documents that can be generated and immediately applied to the service;
- The product provides regular updates for best practise;
- The product provides an up-to-date record of staff knowledge and skills in relation to legislation and policy requirements. It also provide a record to support performance management by team leads and managers;
- Access to the product will facilitate immediate compliance to CQC registration.

What are the reasons for selecting the QCS management System specifically?

- The QCS management system is recognised as an industry standard for CQC compliance;
- This specific system is known to have established reputable application and utilisation across the local and national health and care organisations;
- It provides regular alerts for staff about updates in care legislation and regulations, with processes that ensure staff have been updated and that supports team leads and managers in their overseeing staff awareness, development and practice;
- This product is unique in that it provides a library of regulations and standards that can be adopted and branded so as to be applicable to the council's in-house services. These documents within the library are recognised as compliant by the CQC and, as such, will not necessitate further legal scrutiny or specialist development. While research has shown there is a range of care management systems products available, the QCS management system appears unique in its provision of this document library;

- This product provides a secure, easily accessible system. It is held on an external provider and will not necessitate storage of any specifically personal or sensitive data. As such, then, it will not require any additional in-house ICT support or maintenance;
- The council's registered manager for 'Shared Lives' and 'Home First' services and the Quality Improvement manager have both reviewed the product and have confirmed it to be a reliable, accessible system that will provide effective address to the urgent requirement for CQC compliance.

Michelle Jones, Service Transformation lead, Adults and Wellbeing

Bronwen Williams, Quality and Improvement Manager, Adults and Wellbeing