

# CHAT

## Continuing Healthcare Assurance Tool

Thursday December 17<sup>th</sup>  
2.00pm

Paul Kaye

QUIQ**SOLUTIONS**

# Today's Presentation

- CHC Assurance in London
- About QuiqSolutions
- Introducing CHAT
- Demonstration of CHAT
- Questions
- Contacts / Further information

**QUIQSOLUTIONS**

**NHS**  
*England*

# CHC Quality Assurance

– NHSE London Region



- NHS CHC within the overarching CCG Assurance Framework (paragraph 14)
- Continuing Healthcare Single Operating Model
- Focus on Key Lines of Enquiry (KLOE's) from the Assurance Guidance
- CHAT – Pilot 10 CCGs in London & Midlands
- Over 100 CCGs now signed up
- Other Standards: Safeguarding, Care Homes, Patient Liason, Midwifery etc..

# About QuiqSolutions

- Based in Shropshire
- Software Solutions for Health & Social Care
- CCG's, CSU's, LA's & Councils, Healthwatch, etc..
- 300+ Care Home / Dom Care Customers
- QuiqCare Platform for online compliance
- Suitable for any QA assurance standards
- Find out more at [www.quiqsolutions.com](http://www.quiqsolutions.com)

# Introducing CHAT

- Instant visibility of compliance position locally, regionally or nationally
- Enables comparison and bench-marking
- CCG's / CSU's collaborate with each other & NHSE and share intelligence with other stakeholders, e.g. LA's & Councils, Healthwatch, Regulators, etc..
- Supports 'deeper dive' to focus on and improve quality of care and services
- Standardises assurance and increases efficiency

# Evidence Entry

Home | Action Plans | Reports | Summary | Resources | Settings | Help | Policy Manager | Account | Logout

search...

Assistant | Action Plan | Evidence | Print Summary Doc | Example

## Evidence Entry

Home | KLOE A2.1 | KLOE A2.1 Summary

KLOE A2.1 Select KLOE Status R A **Y** G

<sup>1</sup> Assessment process to facilitate timely discharge from hospital & specialist centres

### EoP

- A2.1(i)** Hospital staff have an awareness of NHS CHC referral process
- A2.1(ii)** Workforce is trained in CHC
- A2.1(iii)** Every patient being assessed should have a CHC coordinator
- A2.1(iv)** Individuals are assessed by an MDT familiar with their needs
- A2.1(v)** Assessment / Decision ratified in a timely manner to support discharge
- A2.1(vi)** Decision is not delayed a/w Panel
- A2.1(vii)** There is an integrated approach to discharge planning and the CHC process.
- A2.1(viii)** CCG has a ratification process that supports discharge planning

### Evidence

[add evidence](#) | [revision history](#)

Evidence 1 of 1 Review

Hospital staff have an awareness of NHS CHC referral process

Valid To:  Or on:

Owner:

Show this evidence on Summary report:

This evidence is supported by the policy/procedure:

Policy/Procedure:

Data Protection Policy	DOC003	01/05/2017
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Show policy/procedure(s) on Summary report:

Evidence File(s)

[browse](#) | [clear](#) | [add more](#)  
[delete](#) | [cancel](#) | [save with memo](#) | [save](#)

### Notes

# Action Plans

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Home | KLOE S3 | Action Plan: Heather's Plan  [i] [?] [print]

**There is an edit currently in progress. Please wait for the plan to be re-implemented before proceeding.**

### Action Plan: S3

This plan:

with reference:

is owned by: **Regional Manager**

applies to:

Director - Director Home

Hilary Bath - Director Test Site 2 (unaccepted)

is relevant to:

has a deadline of:

to be reviewed every:  or on:

### Action Plan: S3

**In Revision**

[delete](#) | [revision history](#)      [cancel](#) | [save with memo](#) | [save](#) | [complete](#)

Identify the details of the area that needs to be improved, and what action needs to be taken. Say explicitly what is to be achieved, and who is going to make the changes:

How are you going to ensure that improvements have been made? What measures are you going to put in place and who will do it?

Describe the resources needed to implement the changes and whether or not they are in place:

Describe the impact the improvements will have on people who use the service:

How we will monitor to check that the action plan is working?

**Changes Made**

### KLOE S3

**How does the service make sure that there are sufficient numbers of suitable staff to keep people safe and meet their needs?**

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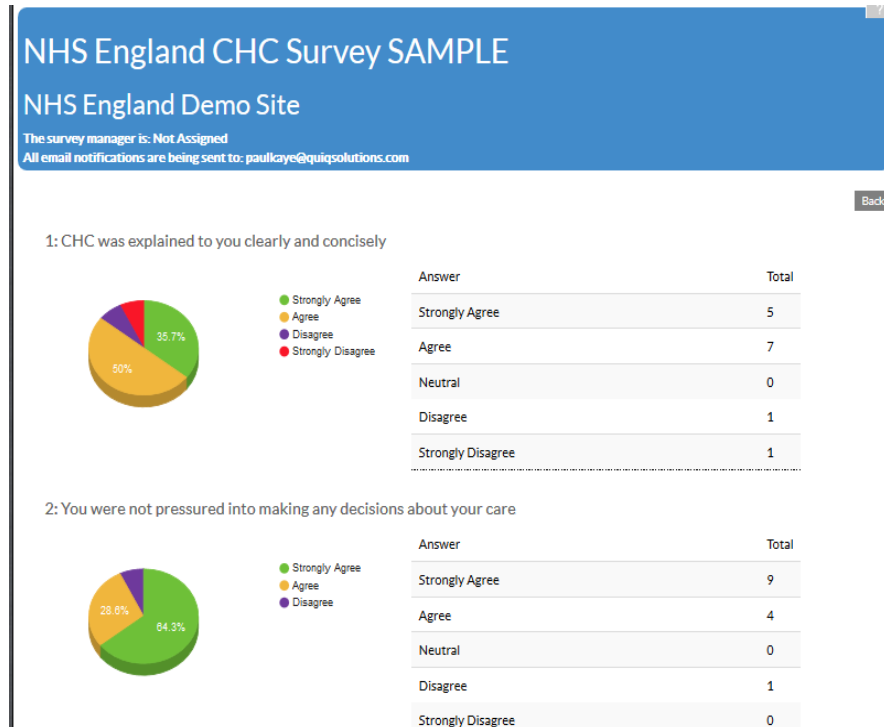
### Prompt

**S3(i)** How are staffing levels assessed and monitored to make sure they are flexible and sufficient to meet people's individual needs and to keep them safe?

**S3(ii)** What arrangements are there for making sure that staff have the right mix of skills, competencies, qualifications,

( 7 )

# Integrated Survey Tool



- Complete Surveys Online, by Email, Mobile or on Paper
- Instantly collates results – online dashboard
- Compare results locally, regionally & nationally
- Supports evidence for compliance



# Reporting

**NHS** NHS England / CCGs  
London Directorate Home

Latest Information: **Paul (NHS)**  
Sales Director  
17:34:43  
Thursday 10/09/15 L3  
OutqCare by OutqSolutions Ltd  
NHS England CHAT

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Welcome Paul (NHS)  ?

### NHS Bexley CCG

**A** A1  
A2, A3, A4, C1, C2, C3, C4, C5, C6, F1, F2

### NHS Camden CCG

**G** A1  
A2, A3, A4, C1, C2, C3, C4, C5, C6, F1, F2

### NHS Enfield CCG

**A** A3, C2, C4  
**Y** A1, A4, C1, C3, C5, F1  
**G** A2, C6, F2

### NHS Southwark CCG

**R** A3  
**A** A1, A4, C4  
**G** A2, C1, C2, C3, C5, C6, F1, F2

**Activity** Memo Information

### Directorate Groups

**Standard Sites**  
London Group  
Midlands & East Group

### My Sites

NHS Bexley CCG  
NHS Cambridge & Peterborough CCG  
NHS Camden CCG  
NHS Enfield CCG  
**NHS England / CCGs London Directorate Home**  
NHS England / CCGs M&E Directorate Home  
NHS England / London CCGs Action Plan Site  
NHS England / M&E Action Plan Site  
NHS England Head Office Site  
NHS Great Yarmouth & Waveney CCG

- 'RAG' rating for real time view of compliance / non-compliance
- Compare results regionally / nationally
- Configurable access subject to role / responsibility

# “Reachout” - CHC Forum



Welcome to the **Reachout** Forum main topics page.


Name: **Reachout**      Topics: **3**      Posts: **4**      Last Update: **07-Aug-2015**  
by Paul Kaye

[Subscribe](#) [New Topic](#)

Topic Name	Replies	Views	Post
<input type="checkbox"/> <a href="#">Introducing Smart Surveys</a>	3	78	17-Jul-2015: John
<input type="checkbox"/> <a href="#">Welcome to Reachout</a>	1	16	16-Jul-2015: Paul Kaye

- Private Forum for CHAT users
- Facilitates collaboration and co-operation between CCG's & NHSE
- Promotes Best Practice & Learning

# Overview Demo – CHAT


NHS England Demo Site

Latest Information:

**Paul Kaye**  
Sales Director

**08:52:45**  
Tuesday 2/06/15 L3

CulqPolicy by CulqSolutions Ltd  
NHS England CHAT

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Welcome Paul Kaye search...

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### Assessment & Decision Making - lawful, high quality & timely

- R ✓ 🔍 Standard A1: Ensuring policies are compliant with the national framework to ensure consistency of assessment across the NHS
- A 🔍 Standard A2: Assessment Process to facilitate timely discharge from hospital and specialist centres
- A 🔍 Standard A3: Transition between children and adults well managed
- A 🔍 Standard A4: Trained & Competent Assessors

### Fast Track

- G Standard F1: Immediate funding on receipt of an appropriate fast track referral
- R Standard F2: CCGs should carefully monitor use of the fast track tool and raise any specific concerns with clinicians, teams and organisations

### Care & Support Planning

- G Standard C1: All individuals in receipt of NHS CHC have a written care plan
- G 🔍 Standard C2: Care Planning is person centred
- Y Standard C3: Timely plan/package put in place once decision is reached
- R Standard C4: Appropriate specialist package in place
- G Standard C5: Case Management arrangements in place

Activity
Memo
Information

#### My Sites

- NHS Bexley CCG
- NHS Camden CCG
- NHS England Demo Site
- NHS England Head Office Site
- NHS Norwich CCG
- NHS Shropshire CCG
- NHS Southwark CCG

#### My Activities

	Description	Review	Exp/Due	Status	Site
🔍	A1.3(i)	05/05/2015	02/06/2015	Overdue	NHS England Demo Site
🔍	A4.1(ii)	06/05/2015	03/06/2015	Review	NHS England Demo Site
🔍	Prompt A2.2	12/05/2015	09/06/2015	Review	NHS England Demo Site
🔍	Prompt A3.2	12/05/2015	09/06/2015	Review	NHS England Demo Site
✓	CHC	22/06/2015	26/06/2015	Review	NHS

# Questions and Discussion

- 5-user licence from £960+vat per annum
- Includes User and Technical Helpdesk and updates etc.
- Online Training Seminars and Onsite Training
- Contract is between CCGs and QuiqSolutions
- 'Fast Start' option available – use CHAT immediately
- Talk to QuiqSolutions about any other assurance requirements e.g. patient liaison, safeguarding, care home performance, etc..

# Contacts / Further Information

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