

Quality of Care Review/Care Assurance Visit: Establish the Scope/Commission

Establish the Scope/Commission of a QoC Review

This template has been completed to provide a practical example of using the tool/template in practice.

The information used within the template is based on a theoretical scenario. All data provided is mock data, no patient or Board identifiable information has been used. It has been created in collaboration with subject matter experts.

You may also wish to view the QoC review guidance videos created to help get the most out of the Guidance, tools and templates.



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Guidance to completing the Scope/Commission of a QoC Review

See QoC Review Guidance for full details

- Consider the complexity and scope of the review to identify key participants and their responsibilities
- Consider which of the elements of the EiC Framework are most appropriate to inform the questions being asked within the QoC Review, the best way to gather the required information and how this will be triangulated
- It is not essential to use all of the elements, professional judgement and the scope of the QoC Review will determine which elements to use
- Be curious - consider the benefits of combining elements from different sections of the EiC Framework to develop a new understanding of service
- Consider how well you know your system? Record the understanding of those involved in the review on a Likert scale pre and post review
- Note that some areas of practice will impact a number of different elements of the EiC Framework at the same time
- Consider the format of the feedback, when it is required and creation/ownership of any action plan, what is appropriate to share with the clinical area



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Executive Sponsor: Executive Nurse Director

Lead Reviewer: Director of Midwifery

Reason for QoC Review

- In response to a trigger – high number of SAERs have taken place within the last 6 months

What are you seeking to understand?

- Themes and trends from SAERs
- Staffing levels and skill mix within the ward area
- Staffing recruitment and retention
- Staff wellbeing, training
- Risk Assessment, treatment and care planning
- EiC elements – fundamentals of care, workforce, safety and leadership

Governance/Reporting

- Escalation - Clinical and Care Governance meeting
- Governance – Clinical and Care Governance Committee
- Oversight of implementation/recommendations – Operational Service Group
- Final report

Quality of Care / Care Assurance Visit Team:

Consider who is involved, what support is needed for each Stage of the QoC Review Process and what their responsibilities are.

Who is involved	Role and Responsibility
Senior Midwife/Senior Charge Midwife	Review of risk assessment, treatment and care planning
Obstetric Clinician	Review of SAERs
Digital Support/Analysis	Review of electronic maternity record
Clinical Governance Support	Review of SAERs reports, recommendations and actions necessary

QoC Review Process: Timeline

Stage	Outcome/Milestone	Start Date	End Date
1. Scope	Agreed scope/commission	1/4/25	2/4/25
2. Data	Data sources identified and reviewed	2/4/25	16/4/25
3. Visit	Visit to clinical area/service	9/4/25	9/4/25
4. Triangulation	Themes from gathered data	2/4/25	16/4/25
5. Draft Report	Report: Qualitative and Quantitative data	10/4/25	16/4/25
6. Feedback	Initial feedback	9/4/25	10/4/25
7. Governance	Final report	10/4/25	30/4/25