

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: Director of Nursing

Lead Reviewer: Head of Nursing

Reason for QoC Review

Examples include

- Planned review of documentation
- Feedback from pre reg students

What are you seeking to understand?

- Are patients' goals being identified
- Is the principles of person-centredness evident with the care plan
- Are risk assessments completed
- How are staff and students feeling in the environment
- EiC Elements- Person centredness, QMPLE, Staff Well being, culture

Governance/Reporting

Consider

- Escalation route- SLT
- Clinical and Care Governance meetings
- Implementation plan/reporting expectations
- Output – via professional judgement, RAG rating

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
Consultant	Review of care plans
SCN, HCSW, Student Nurse	Review care plan, patients goals, imatter action plans
OT	Risk assessments, patients goals
QI support	QMPLE data, workforce data, SSU, imatter action plans
Workforce Directorate	Uptake of the stress toolkit

QoC Review Process: Timeline

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