



PAMMS Analytics

Document Version 1.03 13 June 2019

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1.Introduction

Intended Audience

This guide is for Care Commissioners and Directors, Heads of Service and Senior Practitioners.

About This Guide

This guide describes the Reporting capability of the Provider Assessment & Market Management Solution, showing you how to view reports summarising PAMMS ADASS and CQC assessment information.

What is PAMMS?

The Provider Assessment & Market Management Solution (PAMMS) is designed to support the data gathering, workflow management and analytic needs of the ADASS organisation in its role as Assessor of the quality of care delivered by Providers of adult social services.

The solution includes web-based tools that allow users to manage the Provider assessment process, to publish completed assessment reports to the internet, and to support the post-assessment action planning process with the Provider. It also includes a sophisticated analytics capability that provides management insights into the assessment process.

Solution functionality is delivered via three distinct, yet closely related, component parts.





1. **Assessor Application** – An online application used by Assessors that allows for the creation, delivery, and management of Provider assessments. On completion, assessments are automatically rated according to the rating algorithm configured within the application and published to the Assessment Portal.
2. **Assessment Portal** – A web-based platform via which completed assessment reports are made available to members of the public (in summary form). Following authentication, Provider organisations can view full details of their assessment reports via the Portal. They can then work with their Assessor to create, agree, and deliver action plans to address issues identified during the assessment process.
3. **Reporting and Analytics** – A set of predefined reports and dashboards that provide managers with the ability to view comparative Provider-focused analyses across participating local authorities with the ability to drill-down from an aggregated view into the underlying detail. An ad-hoc querying capability is also provided that allows the solution data to be interrogated to provide answers to tactical questions as they arise.

Glossary of Abbreviations

Abbreviation	Term
PAMMS	Provider Assessment & Market Management Solution
CQC	Care Quality Commission
Provider	Agency, Care Provider, Service Provider
Locality Administrator	PAMMS Administrator for the Location an Assessment is taking place, usually a Local Authority Administrator

ADASS	Association of Directors of Adult Social Services
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Conventions

Convention	Explanation
	Highlight activity on the screen
	Highlight linked functionality on the screen
1. First do Command 2. Then do Option if	Numerically Ordered procedures or descriptions which include screen Commands or Options
	Procedural Steps highlighted on screen
Commands or Options	Commands, Labels or Options
	Important Information

New to this Release

Current Release 2016.2.0.276.

Related Documentation

PAMMS Provider Guide.

PAMMS Assessor Guide.

PAMMS Administrator Guide.

2. Preparing to use the Report Viewer

The PAMMS Assessor Application is hosted in the cloud and delivered over a secure web connection via a browser on your device.

Supported Browsers

We recommend using the latest (but not beta or test version) releases of Chrome or Firefox. The following browsers are currently supported:

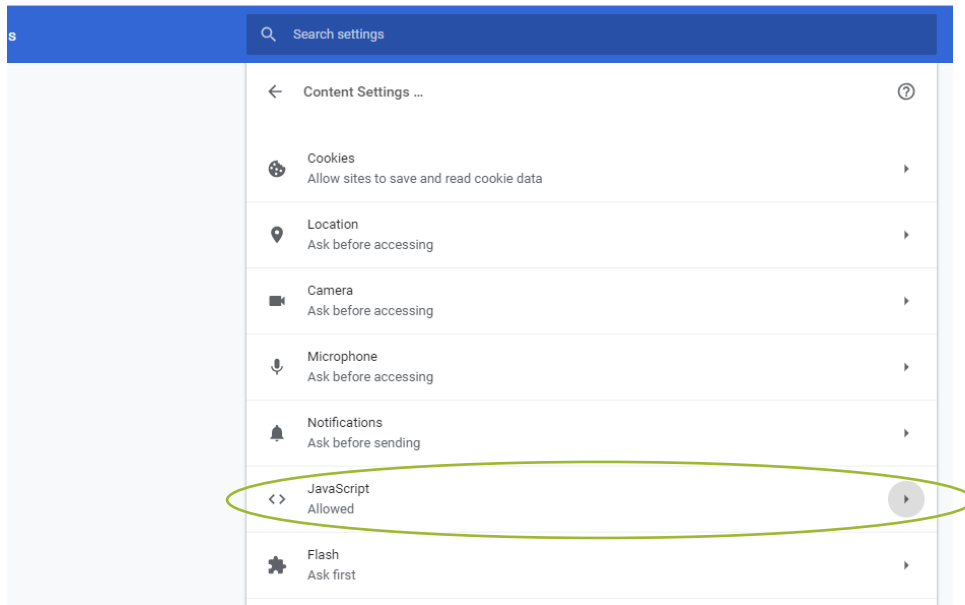
- Internet Explorer v10 and above
- Google Chrome v49 and above
- Mozilla Firefox v44 and above

PAMMS may work on older versions of these browsers or other browsers but we can't verify or support those installations. HAS Technology always recommend using newer browsers as they are more secure. The currently deployed version of PAMMS is not supported on the Microsoft Edge browser.

You should ensure that browser properties are set to allow JavaScript to be run by sites that you visit. This setting is accessed in a different way for each browser type.

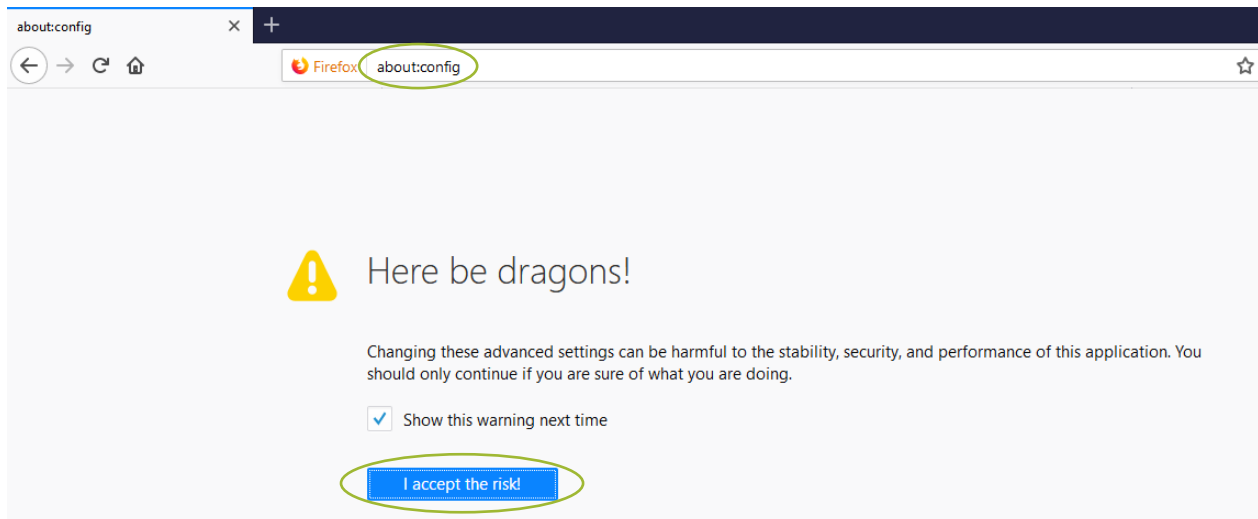
Google Chrome

Select **Settings**⇒**Advanced**⇒**Privacy & Security**⇒**Content Settings**⇒**JavaScript Allowed**.



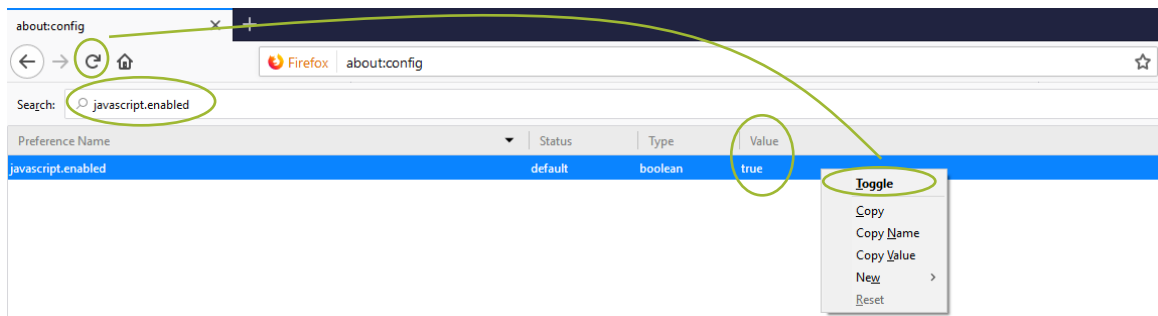
Mozilla Firefox

In the address bar, type **autoconfigure** and press **Enter**. Click the **I accept the risk button**.



In the search box, type **JavaScript. Enabled**.

Check that the **Value** is showing as **true**, otherwise **right click** and select **Toggle** to change it (**Reload** the page if you Toggle the setting).



Supported Devices

Devices running the following Operating Systems are supported:

- Windows v7 and above
- Linux
- Android v4 and above

All devices should have a minimum screen size of 4 inches.

The currently deployed version of PAMMS does not run on devices running the Apple iOS platform.

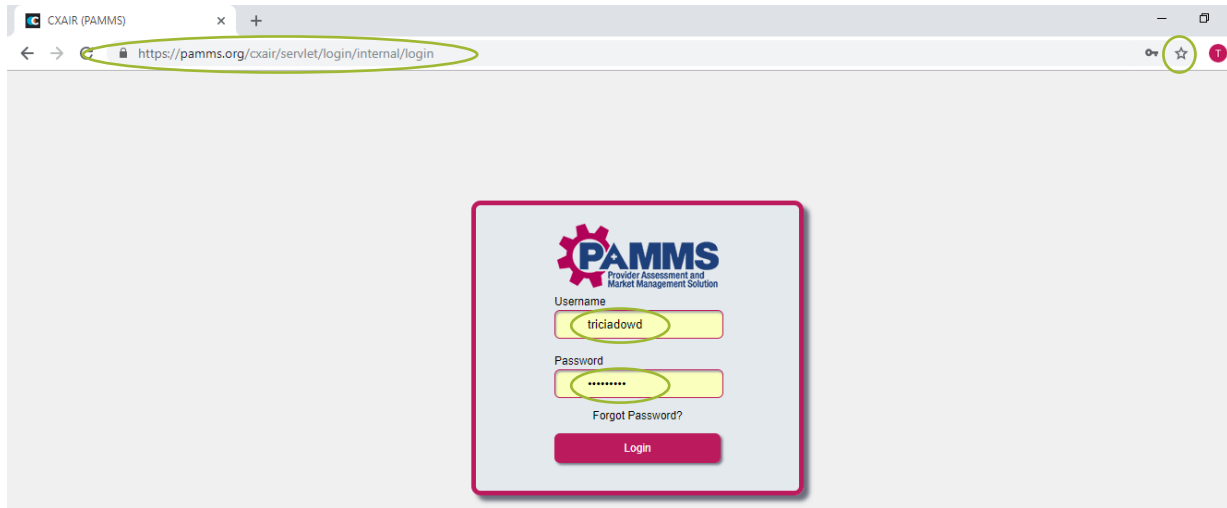
Reports detailing large amounts of information will require a good internet connection.

3. Logging in to the Report Viewer

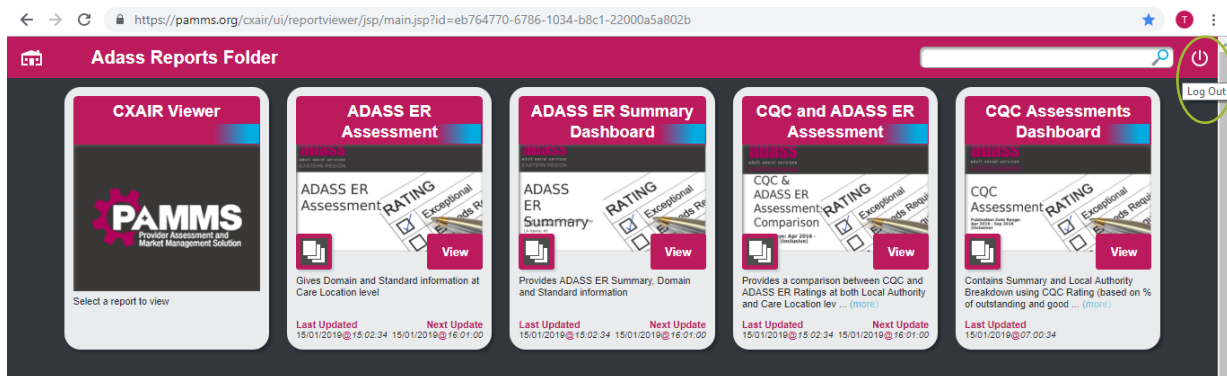
Contact your Locality Administrator to gain access to PAMMS Analytics.

Accessing Report Viewer for the First Time

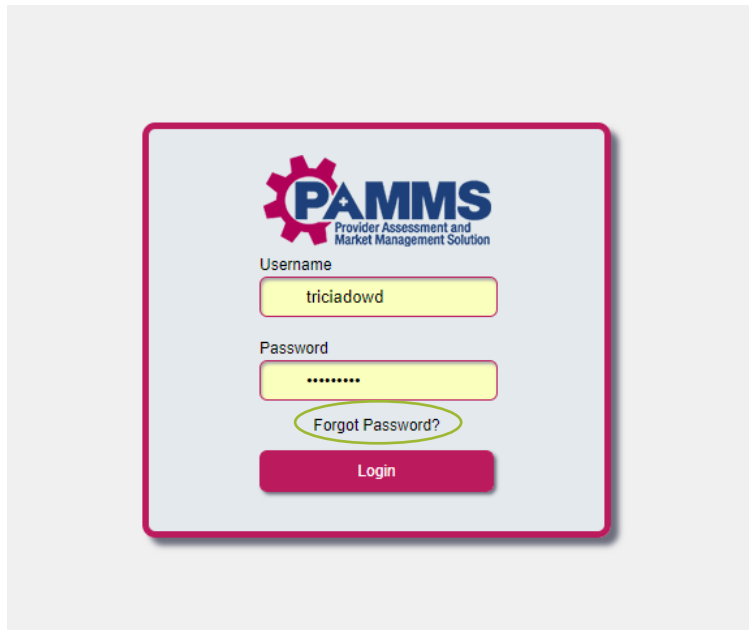
A user account for the Report Viewer will be set up for you by a Locality Administrator. They will send you an email with your login credentials and the **URL link** to access the site for your region. Paste the URL into your web browser address bar and login with your **Username** and **Password**. You can bookmark the page in your web browser for future access.



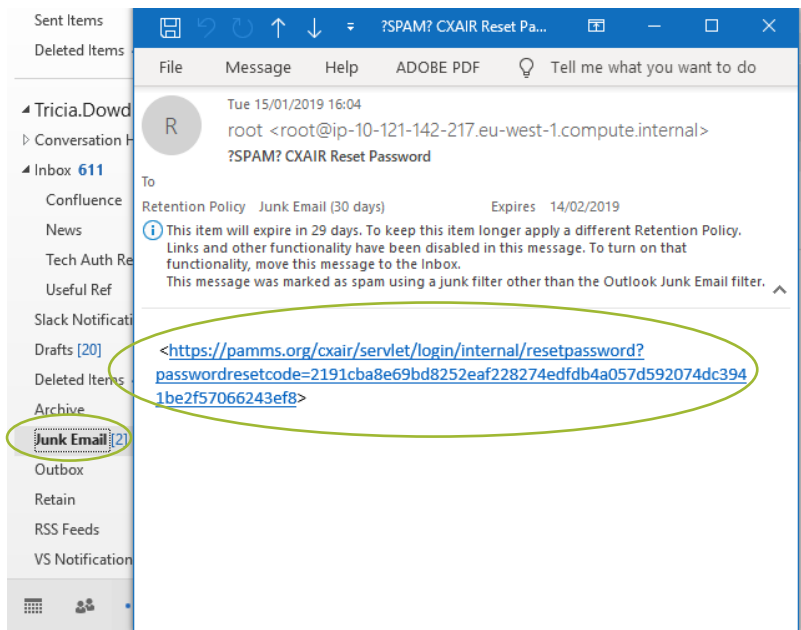
After you have logged in successfully, **Log Out** of the application and return to the login page.



Select the **Forgot Password** option.



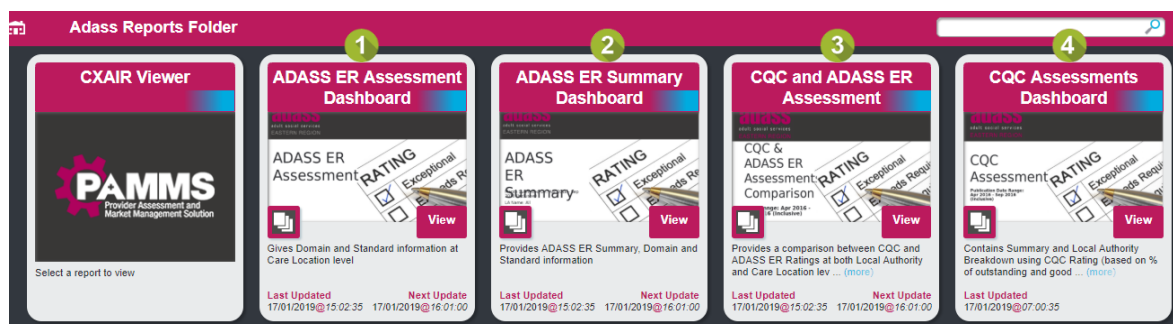
You will receive an email with a **link** to reset your password. If you do not receive this in your Inbox, check your Junk Email folder.



4. Introduction

The PAMMS Report Viewer provides four report types for your region:

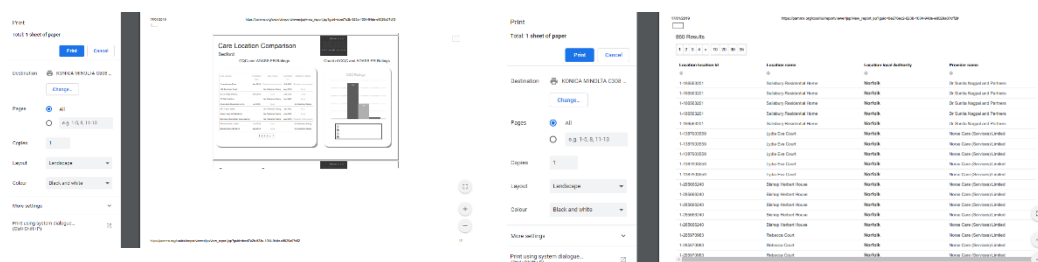
1. **Assessment Dashboard** – view Outcome and Standard results for Locations in your selected Local Authority areas
2. **Summary Dashboard** – compare Outcome and Standard results for different Local Authorities in your region
3. **CQC and PAMMS ADASS Comparison** – compare CQC and PAMMS Adass Assessment Results
4. **CQC Assessment Dashboard** – View CQC Ratings for selected Local Authorities or Locations



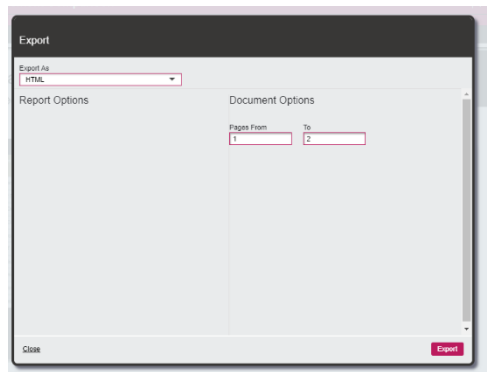
Dashboard Options

Standard Dashboard options are available when you **View** a report.

1. **Home** – return to the Home page
2. **First Report** – goes to the first page of the report if viewing numerous Local Authorities or Locations
3. **Previous Report** – go to the last page viewed if viewing numerous Local Authorities or Locations
4. **Next Report** – go to the next page if viewing numerous Local Authorities or Locations
5. **Last Report** – goes to the last page of the report if viewing numerous Local Authorities or Locations
6. **Back to Folder** – return to the Home page displaying the Reports Folder from within a report
7. **View Comments** – these are usually comments from the Regional Administrator, for example, notifications that reports have been updated
8. **Print** – Print a Report, this can be graphical or detailed information (depending on the type of report displayed)



9. **Export** – export a report. You have the option to export as a **html** file, **pdf** document or **image** (depending on the type of report displayed)

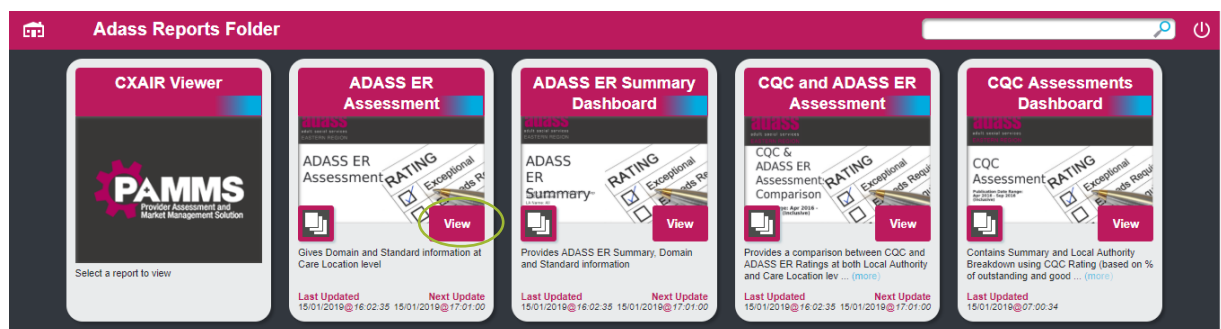


10. **Log Out** – log out of the Report Viewer



5. Comparing Care Location Report

The ADASS ER Assessment report enables you to compare individual locations to other locations in the selected area. Select **View**.



Select the **Show Filters >>** icon:



Filtering the Report

The report will enable you to view how a location compares to your selections within the Local Authority, enabling you to look at Domain and Standard results averaged over your selected criteria. Your overall criteria are selected using the filters provided:

1. Select the **Date Range** that you want your report to cover. This is the date range in which the ADASS Assessment Reports were **published**.
2. Select the **LA Name**, the Local Authority area in which the locations are assessed. **You must select at least one Local Authority.**
3. You may select specific **Care Locations** to compare. From within the report you will then be able to compare a specific location with the average results of all the selected locations.
4. You may filter for one or more **Questionnaire Titles** if you wish to compare the results of selected templates to compare a type of service delivery. You must ensure that the templates selected are used within the LA Name and Care Locations selected.

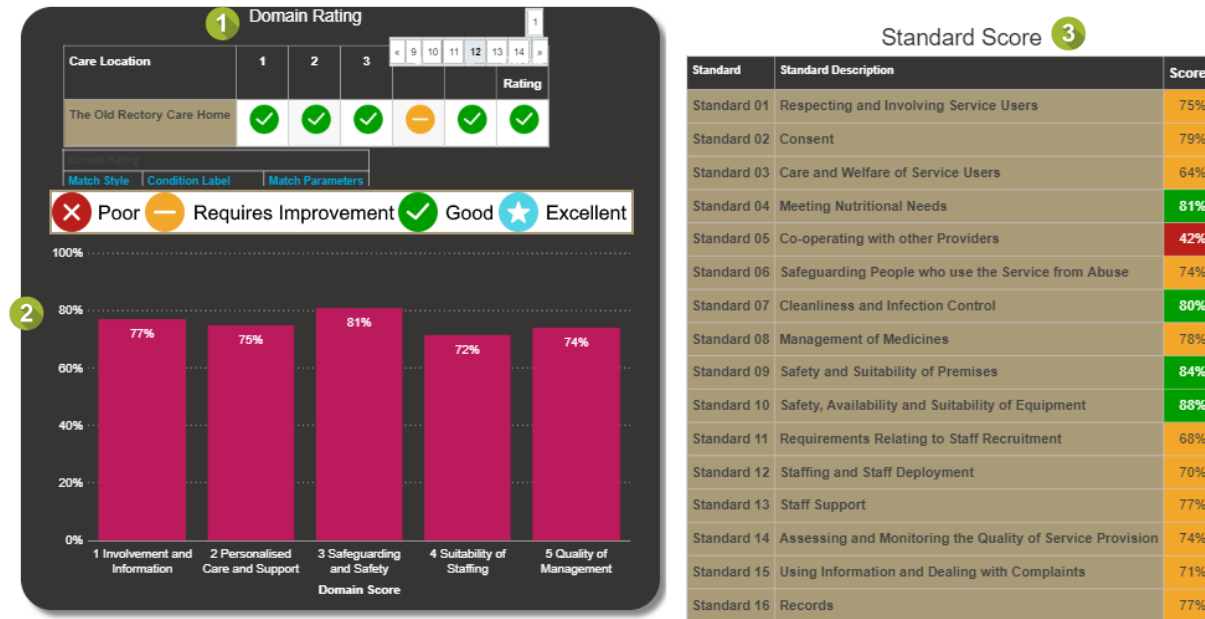
Select **Clear Filters** to reset your filters. Select the **Hide Filters <<** icon or **Filter** to view the results.

The screenshot shows the 'ADASS ER Assessment Dashboard'. At the top, there is a header bar with a home icon and the title 'ADASS ER Assessment Dashboard'. Below the header, on the left, is a filter panel. The filter panel has a dropdown menu labeled 'FILTERS - Active'. Below this, there are four filter sections, each with a number in a green circle: 1. 'Month Submitted On' with a date range from 'Jan 2018' to 'Jan 2019'. 2. 'LA Name' with a dropdown menu showing 'Norfolk'. 3. 'Care Location' with a dropdown menu. 4. 'Questionnaire Title' with a dropdown menu. At the bottom of the filter panel, there are two buttons: 'Clear Filters' and 'Filter'. On the right side of the dashboard, there is a sidebar. The top part of the sidebar has the 'ada' logo and the text 'adult social EASTERN'. Below this, there is a large 'ADASS' logo. At the bottom of the sidebar, there is text that reads 'Month Submit (Inclusive) LA Name: Nor Care Location'.

Interpreting the Report

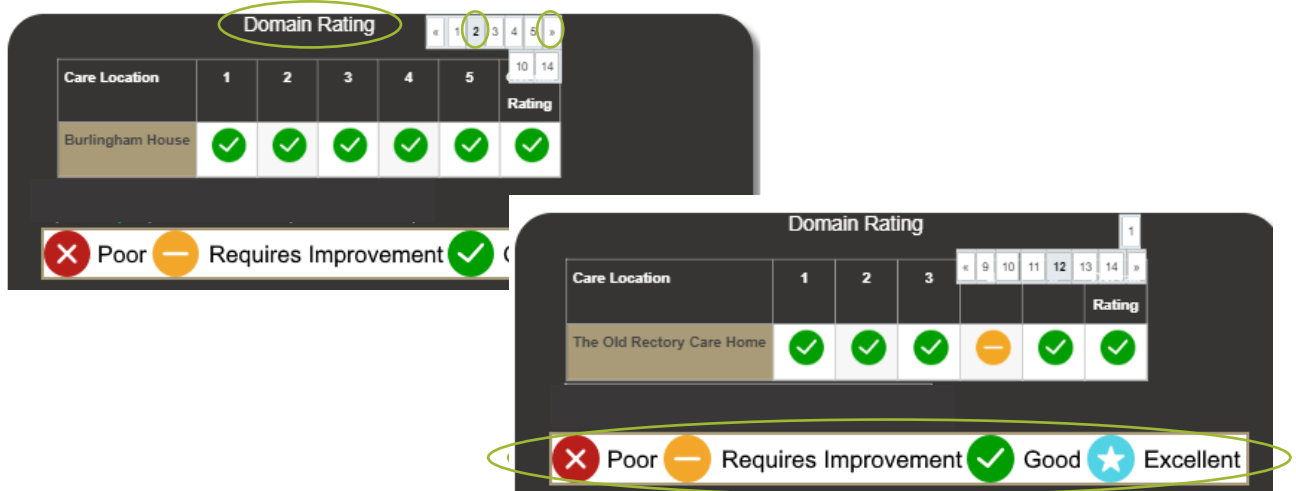
The report is split into three areas:

1. **Domain Rating** – you can select a Care Location and view the overall Rating and Rating over each of the five Domains
2. **Average Domain Rating** – shows the Average domain rating percentage of the selected LA Name and Care Locations
3. **Average Standard Score** – shows the average score for each included standard over the selected LA Name and Care Locations



Domain Rating

The **Domain Rating** for the selected Care Location. Use the << icon or >> icon to scroll through the location numbers. Select a **Care Location Number** to view the overall rating and ratings over the five domain areas. A **Key** to the individual rating is also displayed.



Domain Score

The average percentage **Domain Score** over the Region and filtered Locations/Questionnaires is shown. Double click on a **domain** to view a breakdown of the Results for each assessment.

PAMMS Analytics - Comparing Care Location Report



Standard Scores

The Average Percentage Score for each Standard is shown over the Region and filtered Locations/Questionnaires. The colour of the Score indicates the average rating against that standard:

- Blue – Excellent
- Green – Good
- Amber – Requires Improvement
- Red – Poor

Click the > icon to view the **Standard Score** information as a bar chart. Double click on a **Standard** to view the assessment results for that standard over the Region and filtered Locations/Questionnaire.

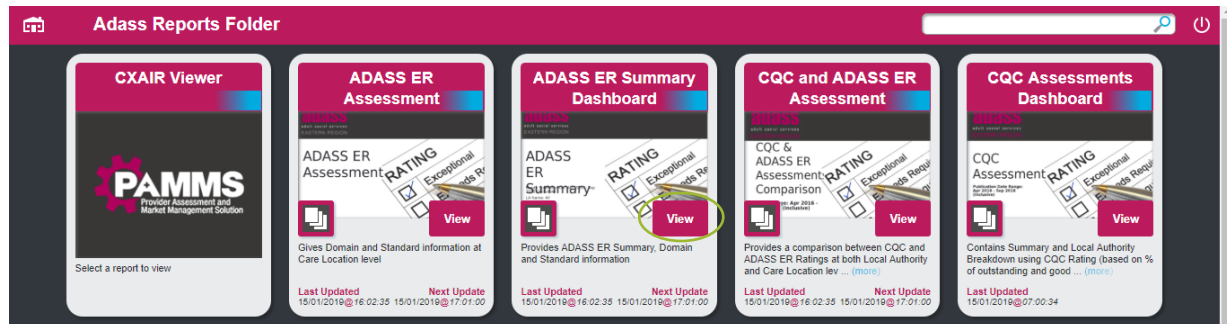
PAMMS Analytics - Comparing Care Location Report



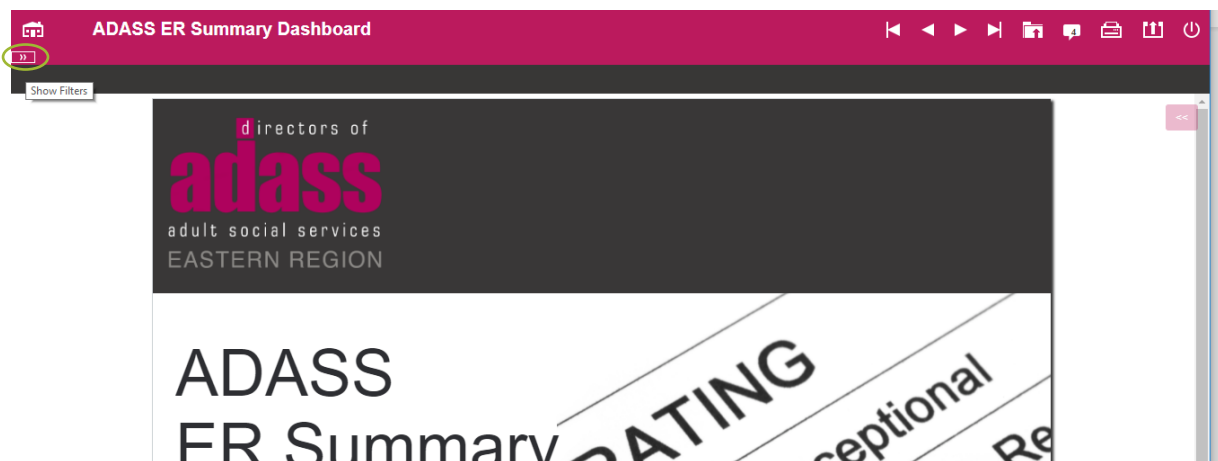
	Questionnaire Rating	Submitted By	Submitted On	Domain Title	Domain Description	Domain Rating	Standard Title	Standard Description	Standard Rating
Jly 2017	Requires Improvement	hollett-nash	24/07/2018	Domain 4	Suitability of Staffing	Requires Improvement	Standard 11	Requirements Relating to Staff Recruitment	Requires Improvement
117	Poor	mhoward	13/11/2018	Domain 4	Suitability of Staffing	Poor	Standard 11	Requirements Relating to Staff Recruitment	Poor
Jly 2017	Requires Improvement	hollett-nash	09/11/2018	Domain 4	Suitability of Staffing	Requires Improvement	Standard 11	Requirements Relating to Staff Recruitment	Requires Improvement
117	Good	mhoward	04/10/2018	Domain 4	Suitability of Staffing	Good	Standard 11	Requirements Relating to Staff Recruitment	Good
Jly 2017	Requires Improvement	aholt	07/12/2018	Domain 4	Suitability of Staffing	Requires Improvement	Standard 11	Requirements Relating to Staff Recruitment	Requires Improvement

6. Regional Summary Report

The ADASS ER Summary Dashboard report enables you to compare Domain and Standard information for all Local Authorities or selected Local Authority locations over your region. Select **View**.



Select the **Show Filters >>** icon:



Filtering the Report

The report will enable you to view how all Local Authorities or selected Local Authorities compare over your region, enabling you to look at Domain and Standard results averaged over your selected criteria. Your overall criteria are selected using the filters provided:

1. Select the **Date Range** that you want your report to cover. This is the date range in which the ADASS Assessment Reports were **published**.
2. Tick each **LA Name** option that you wish to include in your summary. **Do not select any of the options if you wish to compare all the Local Authorities in your region.**
3. You may filter for one or more **Questionnaire Titles** if you wish to compare a type of service delivered in the selected Local Authorities. You must ensure that the templates selected are used within the Local Authorities selected.

Select **Clear Filters** to reset your filters. Select the **Hide Filters <<** icon or **Filter** to view the results.

ADASS ER Summary Dashboard

FILTERS - Active

Month Submitted On
 From: Jan 2019 To: Jan 2019

LA Name
 Central Bedfordshire
 Bedford
 Luton

Questionnaire Title

adass
 adult social services
 EASTERN REGION

ADASS ER Summary

Month Submitted On: Apr 2018 - Jan 2019 (Inclusive)
 LA Name: All

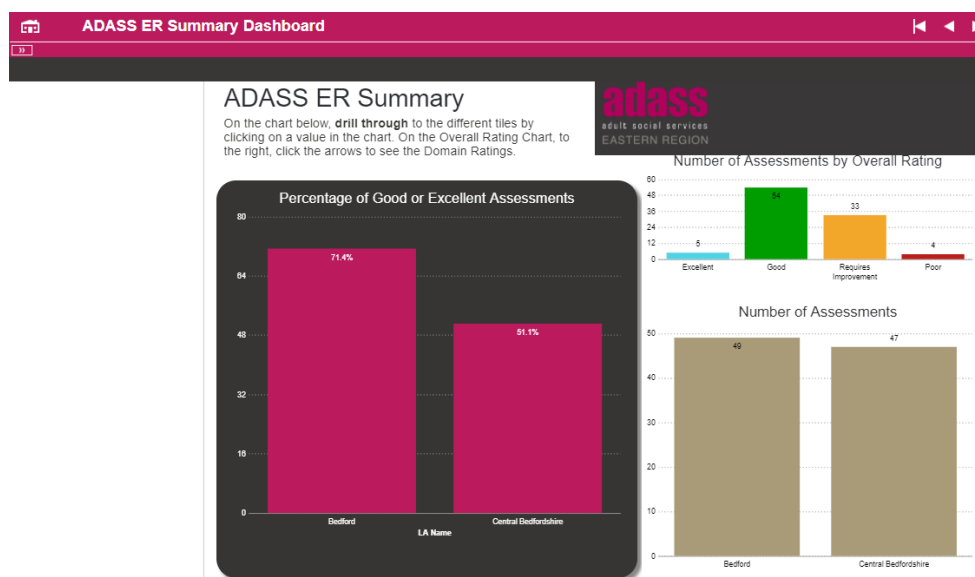
Clear Filters **Filter**

Interpreting the Report

The report is split into three areas:

- Summary
- Domain Level
- Standard Level

Summary

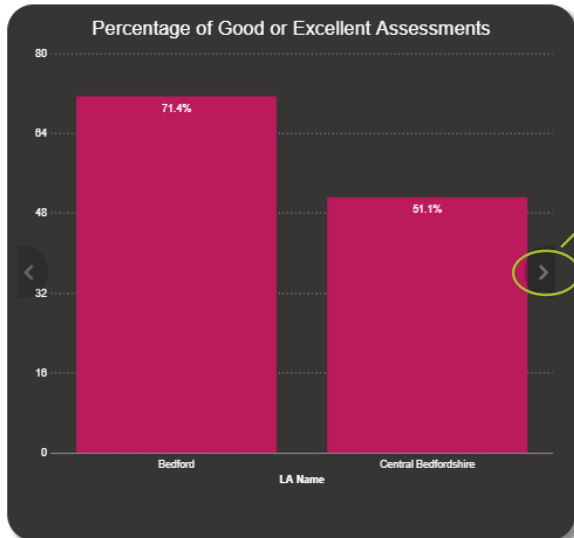


The left section of the Summary Report contains the percentage of Good and Excellent rated assessments for each of the selected Local Authorities in the region.

Click on the > icon to break this down into the locations which have been assessed. The Average Domain Score (over the five Domains) is shown for each location. Select the > icon or page number to scroll through the locations.

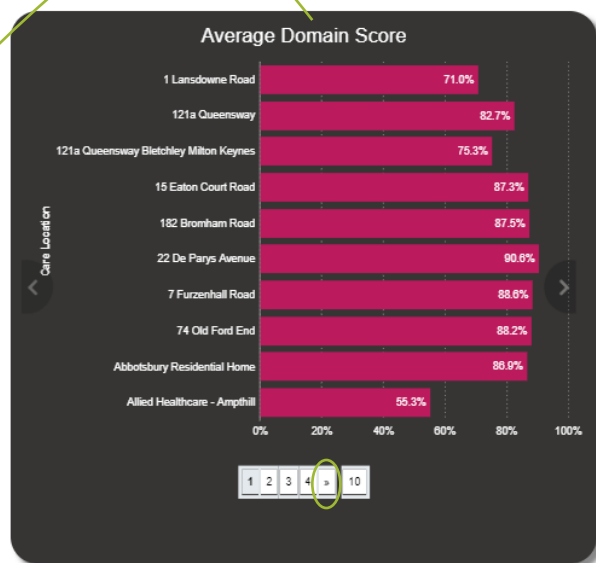
ADASS ER Summary

On the chart below, **drill through** to the different tiles by clicking on a value in the chart. On the Overall Rating Chart, to the right, click the arrows to see the Domain Ratings.

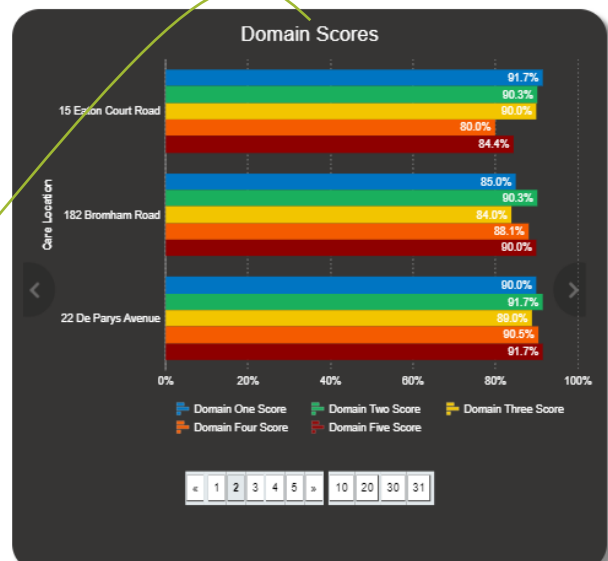
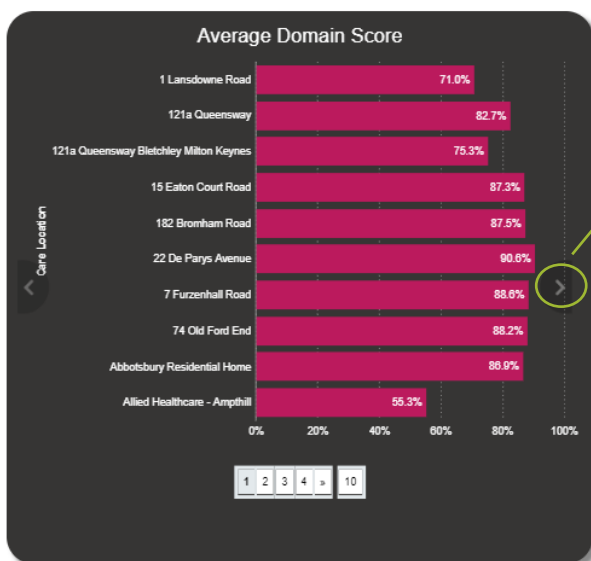


ADASS ER Summary

On the chart below, **drill through** to the different tiles by clicking on a value in the chart. On the Overall Rating Chart, to the right, click the arrows to see the Domain Ratings.

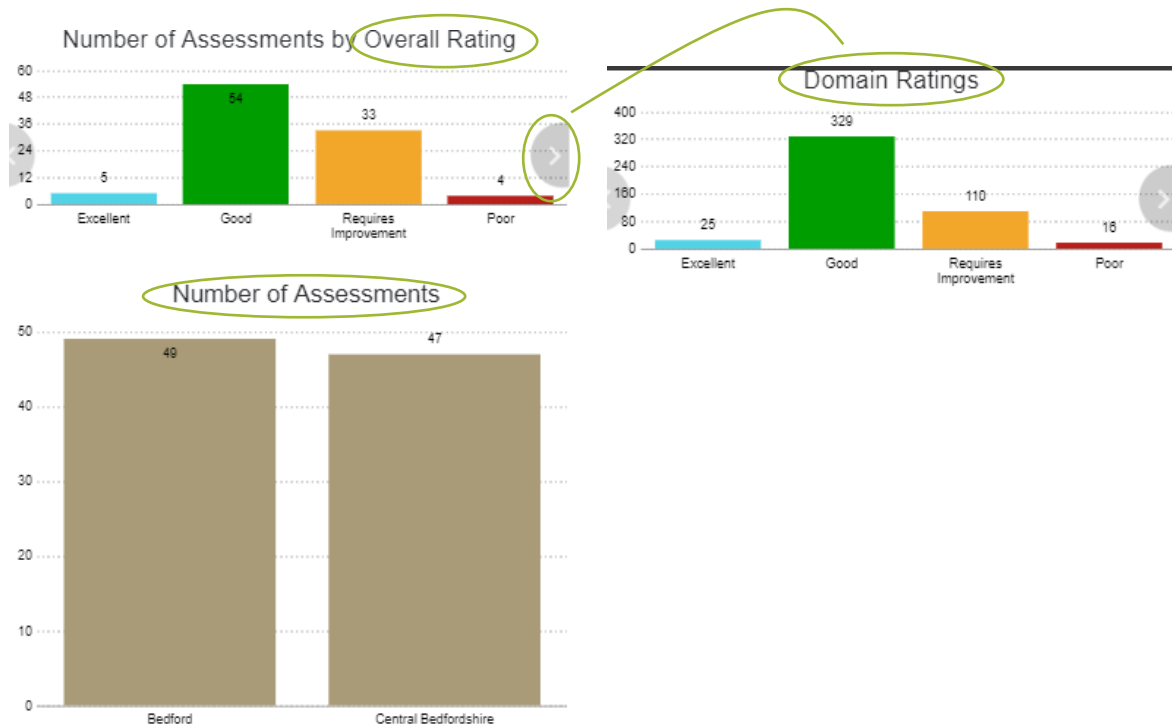


Select the > icon again, to view the score for each domain at the location.



On the top, right of the Summary, you have the number of assessments, combined for all Local Authorities, by each of the **Overall Ratings** (for the assessments). Click the > icon to view by the number of **Domain Ratings**.

At the bottom, right of the Summary, the total **Number of Assessments** for each selected Local Authority is displayed.



Domain Level

The **Domain Level** Summary displays, for each selected Local Authority, the percentage of Good and Excellent rating for each Domain and the Overall Rating.

ADASS ER Domain Level

On the chart below, **drill through** to the different tiles by clicking on a value in the chart. The Overall Rating gives us the percentage of Good or Excellent Assessment ratings, the Domain Ratings are the percentage of Good or Excellent Domain ratings.



Percentage of Good or Excellent Domain Ratings							
LA Name	Domain 1	Domain 2	Domain 3	Domain 4	Domain 5	Total:	
	Involvement and Information	Personalised Care and Support	Safeguarding and Safety	Suitability of Staffing	Quality of Management	Number of Assessments	Overall Rating
Bedford	79.6%	87.8%	69.4%	75.5%	77.6%	49	71.4%
Central Bedfordshire	74.5%	89.4%	68.1%	53.2%	61.7%	47	51.1%
Total	77.1%	88.5%	68.8%	64.6%	69.8%	96	61.5%

Click on any **cell** to view a breakdown of that percentage by Provider Location. Click on a **Location bar** to view a breakdown of the percentage of Good and Excellent scores based on the Standards included in that Domain.

PAMMS Analytics - Regional Summary Report

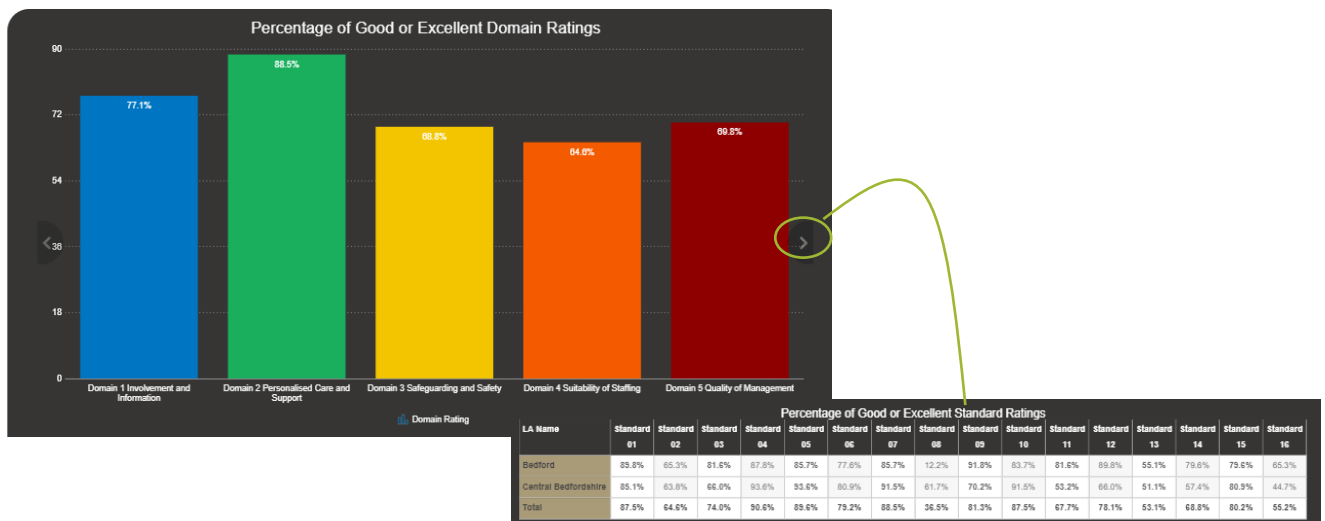


Standard Level

The **Standard Level** Summary displays the percentage of Good and Excellent scores for each Standard based on all the selected Local Authorities. Click the **>** icon to view the standards achieving Good or Excellent scores broken down by local authority.

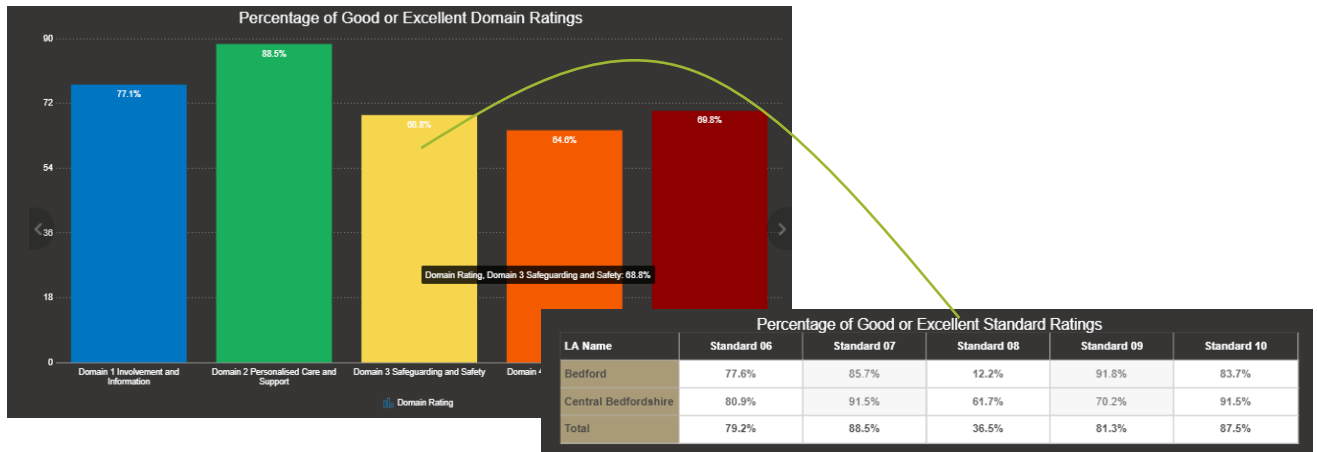
ADASS ER Standard Level

On the chart below, **drill through** to the different tiles by clicking on a value in the chart.



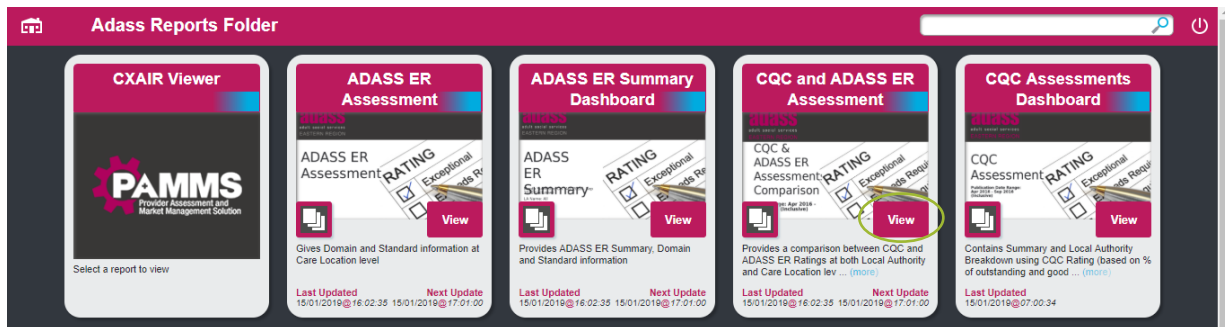
PAMMS Analytics - Regional Summary Report

Click on a specific **Domain** to view the percentage of Good and Excellent Standards making up the Domain Rating, broken down by Local Authority.

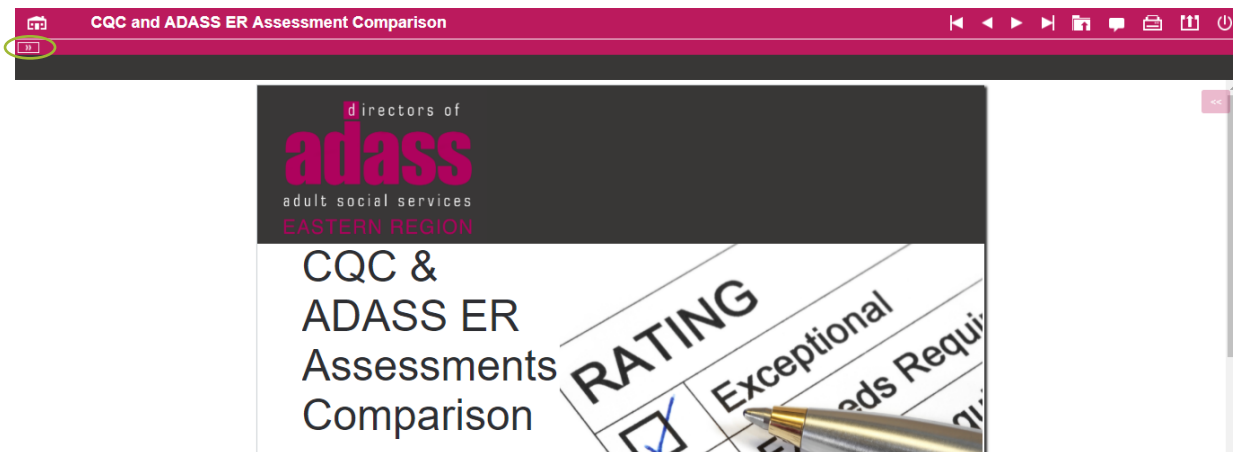


7.CQC and PAMMS Assessment Comparison Report

The CQC and ADASS ER Assessment report enables you to compare CQC Assessments with PAMMS ADASS Assessments. Select **View**.



Select the **Show Filters >>** icon:



Filtering the Report

The report will enable you to Compare CQC and PAMMS ADASS assessment ratings for Local Authorities. Your overall criteria are selected using the filters provided:

1. Select the **Date Range** that you want your report to cover. This is the date range in which the CQC and ADASS Assessment Reports were published.
2. Select each **LA Name** you want to compare. **Do not make a selection if you wish to compare all Local Authorities in your region.**
3. There is an option to select specific **Care Locations** to include. **This should not be used in the current version of PAMMS Analytics.**
4. You may filter for one or more **Questionnaire Titles** if you wish to compare the results of selected templates to compare a type of service delivery. You must ensure that the templates selected are used within the LA Name and Care Locations selected.

Select **Clear Filters** to reset your filters. Select the **Hide Filters <<** icon or **Filter** to view the results.

CQC and ADASS ER Assessment Comparison

FILTERS - Active

Date Range

Jan 2018

To

TODAY

Local Authority

Bedford

Central Bedfordshire

Luton

Care Location

Questionnaire Title

Clear Filters

Filter

directors of

adass

adult social services

EASTERN REGION

CQC & ADASS ER Assessments Comparison

Date Range: Apr 2018 - Jan 2019 (Inclusive)

Interpreting the Report

The report provides a **Local Authority Comparison**. On the left, the percentage of Assessments achieving a Good or Outstanding CQC ratings for each selected Local Authority is displayed. On the right, the percentage of Assessments achieving a Good or Excellent PAMMS ADASS ratings for each selected Local Authority is displayed.

Local Authority Comparison

CQC Rating

Local Authority	CQC Rating (%)
Bedford	68%
Central Bedfordshire	65%
Luton	52%

The CQC Rating is the percentage of outstanding and good assessments from the total number of assessments

ADASS ER Rating

Local Authority	ADASS ER Rating (%)
Bedford	71%
Central Bedfordshire	56%
Luton	70%

The ADASS ER Rating is the percentage of excellent and good assessments from the total number of assessments

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When you scroll down the report, you can view a comparison for each selected **Local Authority**. You can view the CQC and PAMMS ADASS ratings for each location. Click **>** or a different **page number** to view the next locations.

On the right, the number of Locations receiving each rating is shown. Select the **>** icon to switch between CQC and PAMMS ADASS ratings.

Care Location Comparison

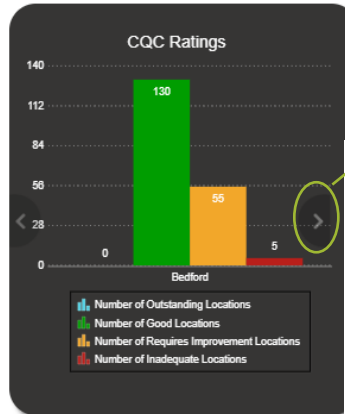
Bedford

CQC and ADASS ER Ratings

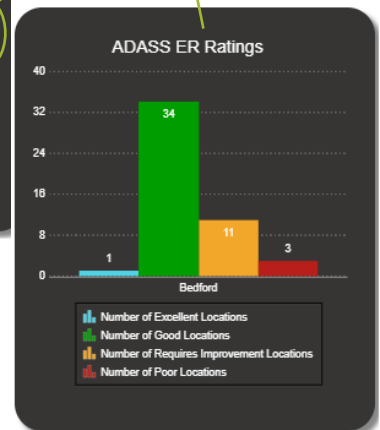
Care Location	Publication Date	CQC Rating	Submitted On	ADASS ER Rating
Milton House	Jul 2018	Requires Improvement	Nov 2018	Good
Oak Way House	Jul 2018	Good		No Published Rating
Oaklands		No Published Rating	Oct 2018	Good
Oasis House		No Published Rating	May 2018	Good
Park House		No Published Rating	Sep 2018	Good
People's Choice UK		No Published Rating	May 2018	Good
Peter's Place		No Published Rating	Jul 2018	Good
Quality Support Solutions Limited		No Published Rating	Oct 2018	Requires Improvement
Rutland Road Care Home	May 2018	Good		No Published Rating
Salvete Care Home	Dec 2018	Good		No Published Rating



Count of CQC and ADASS ER Ratings

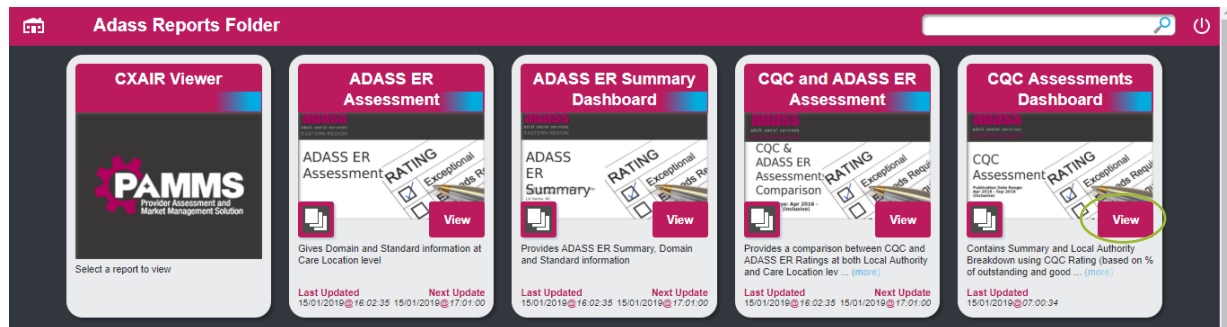


Count of CQC and ADASS ER Ratings

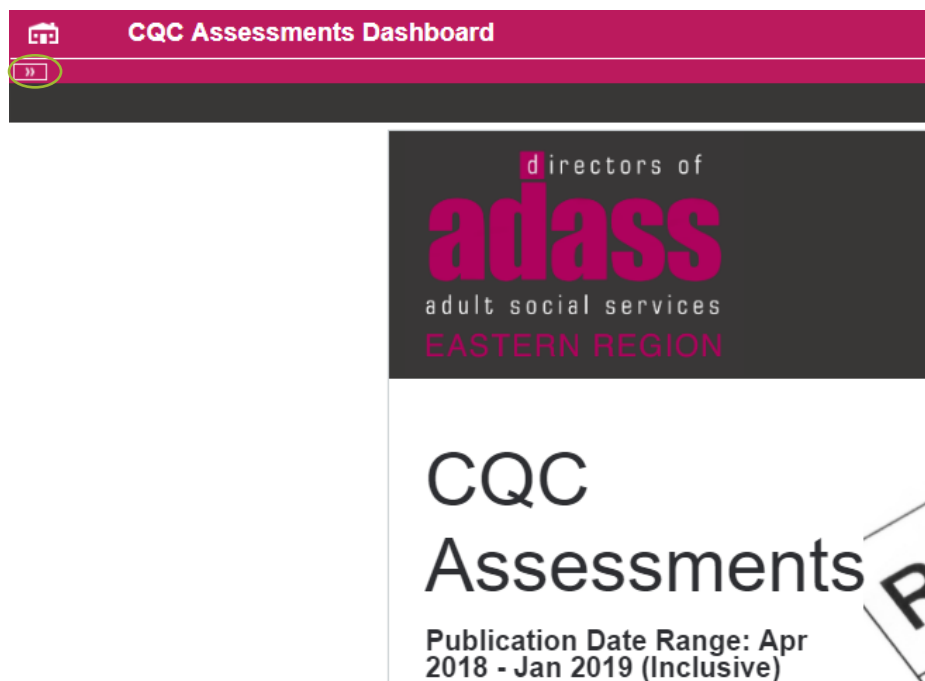


8.CQC Assessment Report

The CQC Assessments Dashboard report enables you to view CQC Assessments for your region or selected Local Authorities. Select **View**.



Select the **Show Filters >>** icon:



Filtering the Report

The report shows CQC assessment ratings for selected Local Authorities. Your overall criteria are selected using the filters provided:

1. Select the **Date Range** that you want your report to cover. This is the date range in which the CQC Assessment Reports were published.
2. Select each **LA Name** you want to compare. **Do not make a selection if you wish to compare all Local Authorities in your region.**

Select **Clear Filters** to reset your filters. Select the **Hide Filters <<** icon or **Filter** to view the results.

CQC Assessments Dashboard

FILTERS - Active

Publication Date Range

Jan 2017

To

TODAY

Local Authority

Buckinghamshire

Cambridgeshire

Essex

Hertfordshire

Peterborough

Southend-on-Sea

Suffolk

Thurrock

Clear Filters

Filter

directors of

adass

adult social services

EASTERN REGION

CQC

Assessment

Publication Date Range: Apr 2018 - Jan 2019 (Inclusive)

Interpreting the Report

The report provides a **CQC Overall Rating Summary** for each selected Local Authority, showing the percentage of Outstanding and Good assessments. On the right of the screen, this information is displayed as a column graph which includes the Number of Assessments carried out in that Local Authority.

CQC Overall Rating Summary

CQC Rating by Local Authority

Local Authority	CQC Rating (%)
Suffolk	84.03%
Peterborough	84.00%
Southend-on-Sea	76.74%
Cambridgeshire	75.86%
Hertfordshire	70.07%
Essex	69.96%
Thurrock	68.75%
Buckinghamshire	66.67%

The CQC Rating is the percentage of outstanding and good assessments from the total number of assessments

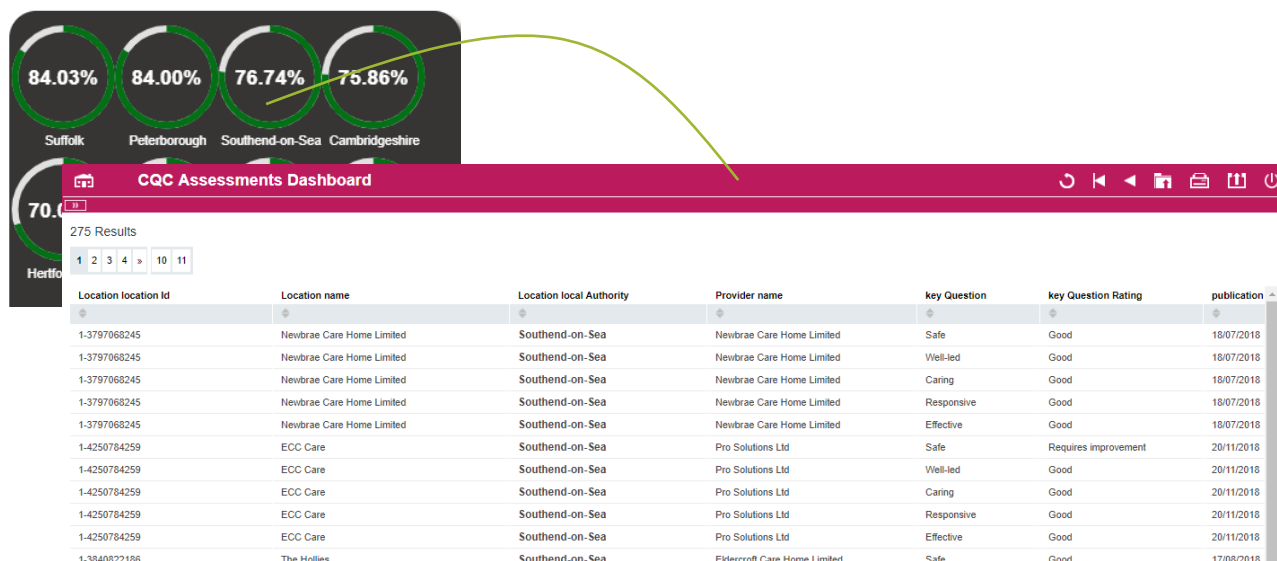
No of Assessments and Ratings by Local Authority

Local Authority	CQC Rating (%)	Count of Assessed Locations
Buckinghamshire	66.67%	~180
Essex	69.96%	~240
Peterborough	84.00%	~240
Suffolk	84.03%	~240

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Click on a Local Authority to see a breakdown of each location's rating under the five Outcome areas:

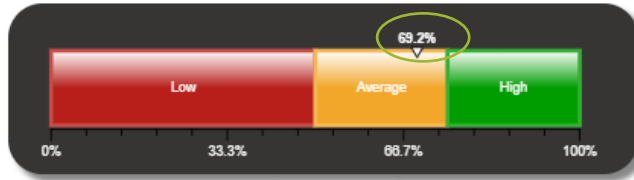


As you scroll down, you will see a summary for each Local Authority. This includes:

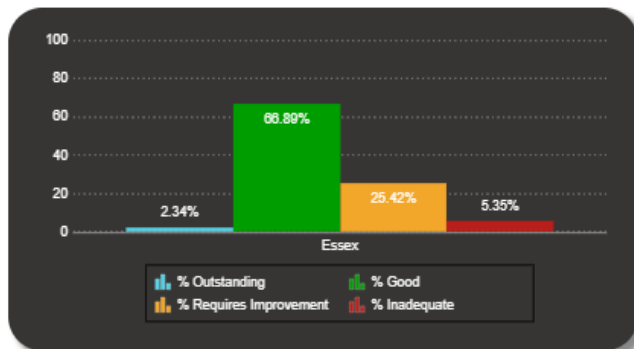
1. **CQC Rating** – shows the **average score** for a Local Authority compared to other Local Authorities over the region. Click on the graph to view a breakdown of the locations and their ratings over the five Outcome areas
2. **Rating Percentages** - shows the percentage of locations achieving Outstanding, Good, Requires Improvement and Inadequate ratings. Click on the graph to view a breakdown of the locations and their ratings over the five Outcome areas
3. **Rating by Location** – shows the rating for each location assessed in that Local Authority area. Select the **>** icon or a different **page number** to scroll through the locations. Click on a location to view their rating over the five Outcome areas

CQC Local Authority Breakdown Essex

CQC Rating 1



Rating Percentages 2



Rating by Location 3

Care Location	Publication Date	Overall Rating
1 Sewardstone Close	Jan 2019	Requires Improvement
165 Point Clear Road	Dec 2018	Good
21a Victoria Road	Jan 2018	Good
26 Dugard Avenue	May 2018	Good
268 Ashington Road	Jun 2018	Requires Improvement
3 Broadway Chambers	Dec 2018	Requires Improvement
3 Hainault Avenue	Dec 2018	Good
4 Cottage Walk	Mar 2018	Good
43a and 43b Morley Road	Mar 2018	Good
A PL+US Caring Service	Jun 2018	Good
A.M.D Care	Nov 2018	Good
Abbey Care Home	Mar 2018	Good
Acorn Lodge Care Home	Apr 2018	Good
Acorn Village	Nov 2018	Good
Admirals Reach Care Home	Oct 2018	Good

9. Further Support

If you require further support, log in to the HAS Technology Group Customer Portal:

<https://has-customer-portal.assist.com/portal>.

Search the **Knowledge** area using **key terms**.

The screenshot shows the HAS Customer Portal interface. The top navigation bar includes 'My Incidents', 'New Incident', 'Knowledge' (highlighted with a green circle), and 'Messages'. A search bar is present on the right. Below the navigation bar, a search input field contains 'Provider Returns' (also highlighted with a green circle). The search results are displayed under the heading 'Knowledge Base / Search Results (5)'. The results are ordered alphabetically and include a table with two columns: 'Locality Admin Guide' and 'Provider Guide'. The 'Locality Admin Guide' column lists 'Locality Admin Guide - 1 Introduction', 'Locality Admin Guide - 3 User Management', and 'Locality Admin Guide - 4 Assessment Templates'. The 'Provider Guide' column lists 'Provider Guide v2.01 (2.34MB pdf)'.

If you can't find the information you are looking for, select the **New Incident** tab and **Report an Issue**.

The screenshot shows the 'New Incident' form in the HAS Customer Portal. The top navigation bar includes 'My Incidents', 'New Incident' (highlighted with a green circle), 'Knowledge', and 'Messages'. A search bar is present on the right. Below the navigation bar, a dropdown menu shows 'New Incident for PAMMS'. Two buttons are visible: 'Report an Issue' (highlighted with a green circle) and 'Make a Suggestion'. The form includes a text input field for 'Give the issue a title' with the value 'CQC Average Rating'. Below this is a text area for 'Describe the issue' with the text 'Please can you explain the CQC Average Rating shown in the CQC Assessment Dashboard.' and an 'Add attachments' button. The form also includes three dropdown menus: 'Organisation Name' (Wizzy Care), 'Web Browser Version' (Google Chrome v.58.0), and 'Environment' (Production Environment). At the bottom, there are two sections of radio buttons: 'How many people does this affect?' with options 'Single Person', 'Small User Group', 'Large User Group', and 'Unsure'; and 'How urgent is it?' with options 'Not Urgent', 'Reasonably Urgent', and 'Very Urgent'. The 'Reasonably Urgent' option is selected. At the bottom of the form are 'Cancel' and 'Save' buttons.

For Key Account Information, Technical Support and bespoke requirements, contact:
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