



Provider Assessment – Provider Guide

Version 2.03 18 June 2019

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1. Introduction

Intended Audience

This guide is for Location Managers using the Provider Assessment & Market Management Solution to receive and respond to Assessments of their Service Provision.

About This Guide

This guide describes the functionality which is available to Provider Managers within the Assessment Portal.

What is PAMMS?

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

The solution includes web-based tools that allow Providers to view and respond to the Provider assessment process, to view assessment reports and to support the post-assessment action planning process. 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

Provider Manager	Main Provider contact for an Assessment, responsible for reviewing Assessments and delivering an Action Plan
Provider Staff	Members of staff who are added as contacts in the Provider Details of the assessment. They will receive access to the Provider Portal when the Assessment is published
Assessor	Person responsible for delivering a Care Assessment
Locality Administrator	PAMMS Administrator for a Location where Assessments take place in. Responsible for creating and removing new User Accounts and applying access permissions
ADASS	Association of Directors of Adult Social Services
Regional Administrator	Regional PAMMS Administrator (for all Local Authorities in the Region)

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 Assessor Guide.

PAMMS Administrator Guide.

2. Accessing the Assessor Application

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:

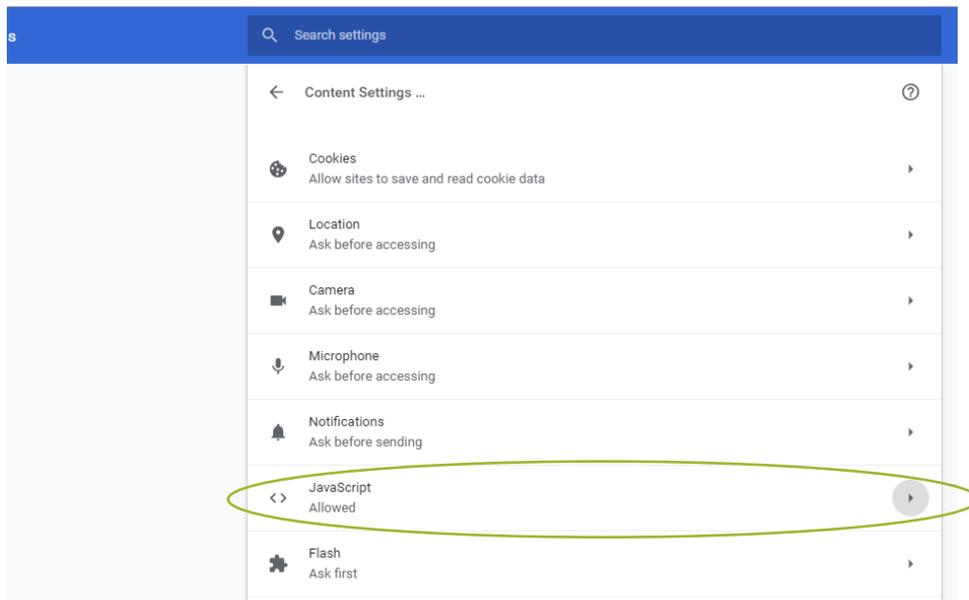
- Internet Explorer v10 and above
- Google Chrome v49 and above
- Mozilla Firefox v44 and above

PAMMS may work on older versions of these browsers or other browsers but we can't verify or support those installations. HASTEC 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.

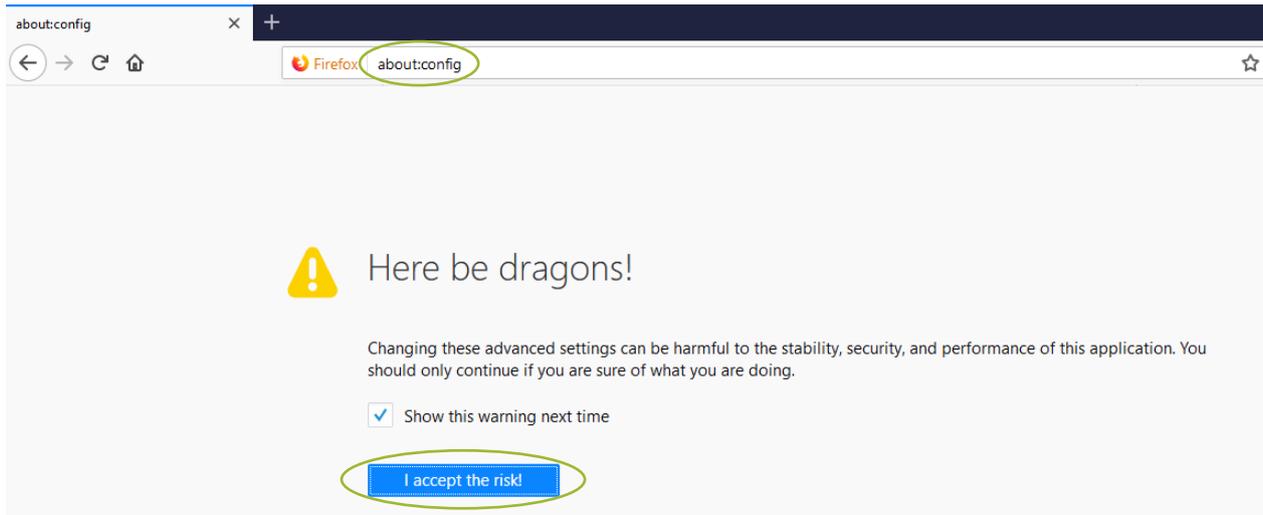
Google Chrome

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



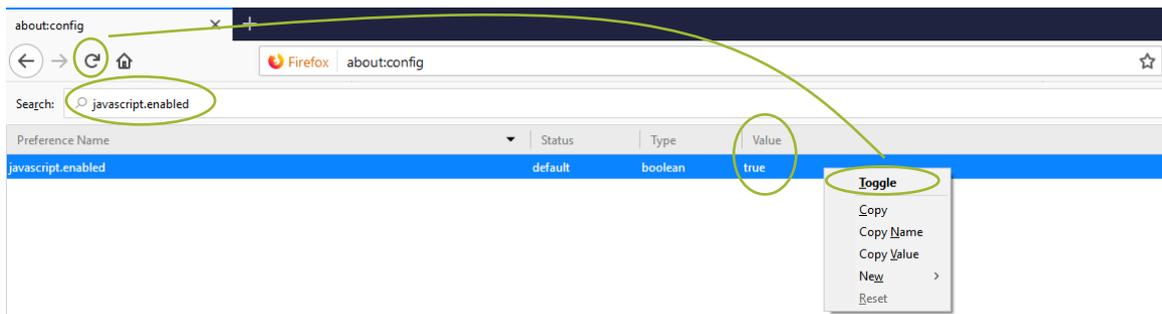
Mozilla Firefox

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

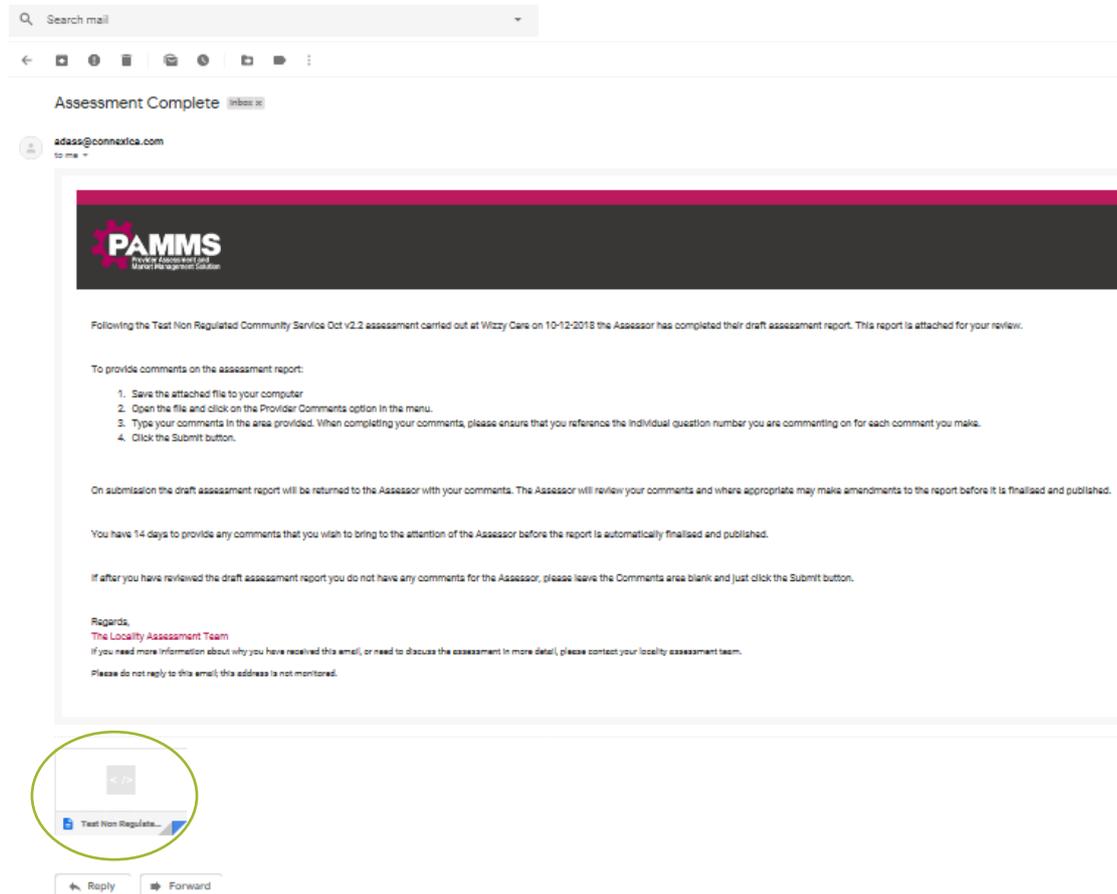
All devices should have a minimum screen size of 4 inches.

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

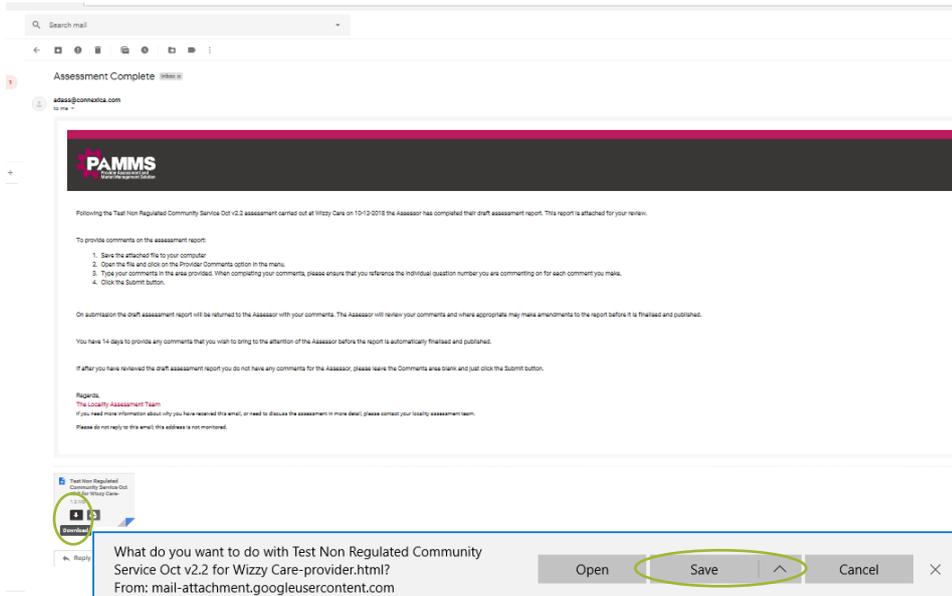
3.Reviewing an Assessment

Downloading the Assessment

Once the assessment of the service provision from your location has been completed, you will receive an email with an attachment. You have a fixed time (usually 14 days) to review and respond to the assessment.



Download the attachment and **Save** it locally on your device.



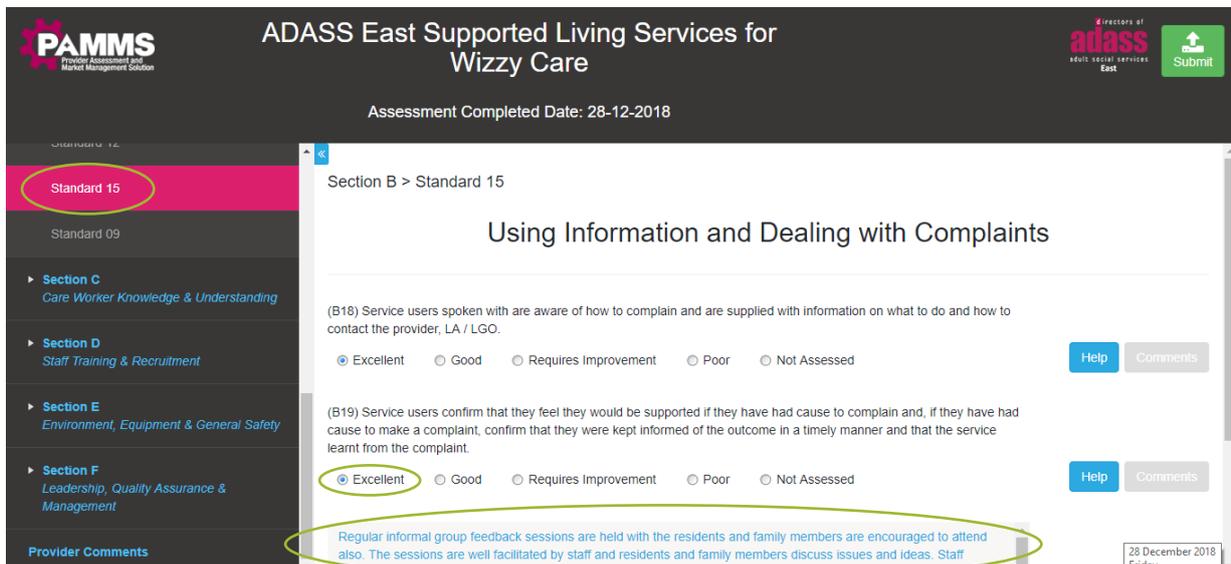
Viewing the Assessment

The attachment is saved in **html** format and will be displayed in a web browser when you open it. **Do not change the name or format of this file.**

Open each Section and view each Standard that has been assessed. Click on each **Standard** to view the Grading for each question. All questions can receive one of the following **Gradings**:

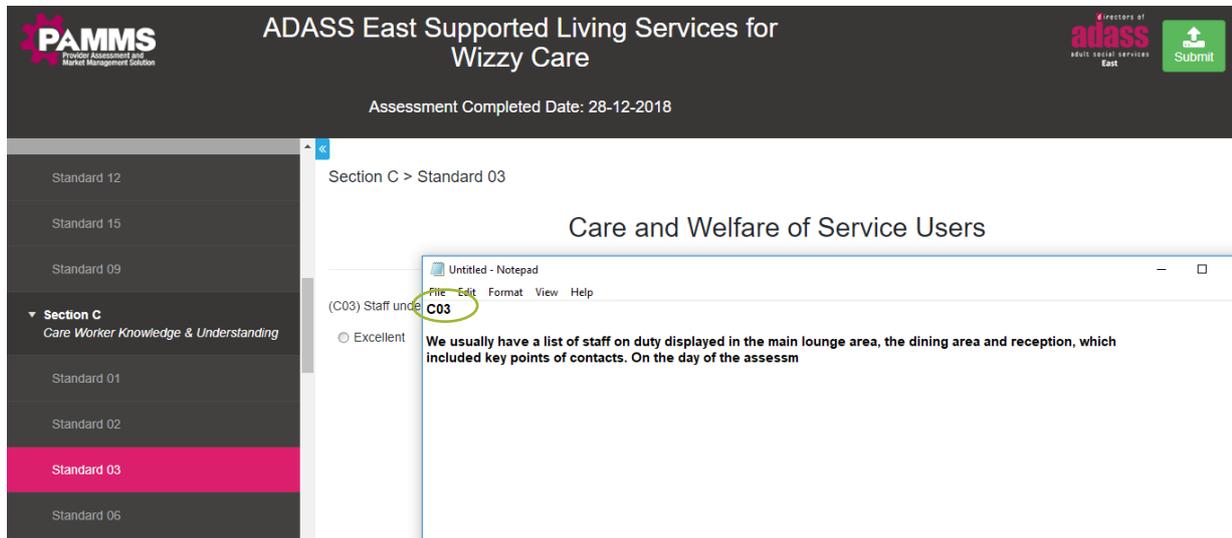
- Excellent
- Good
- Requires Improvement
- Poor

The Assessor may also include **Comments** detailing why this grading was applied. If a question is Not Assessed, it will usually be because that service is not provided.



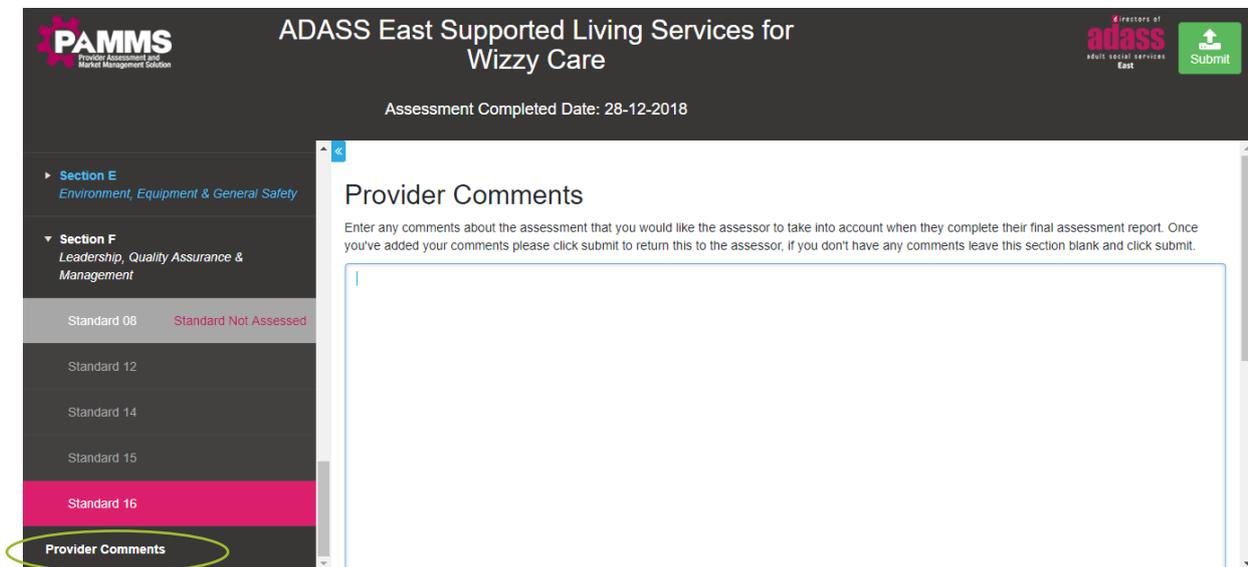
As you review the assessment, you may wish to type any notes or comments you wish to make in response in a separate document such as a Word or Notepad file or write notes to type in later. You should limit comments to areas where you feel the assessment is not factually accurate, or where you believe the evidence does not support the grading given for the question.

When making comments, please clearly reference each **Question Number** that you are commenting on.



Adding and Submitting Comments

Once you have completed your review, select the **Provider Comments** section.



Paste or type in your Comments. Select **Submit** from an internet connected device to send your Comments to the Assessor.

Provider Assessment – Provider Guide - Reviewing an Assessment

PAMMS Provider Assessment and Market Management Solution

ADASS East Supported Living Services for Wizzy Care

Directors of alass adult social services East

Submit

Assessment Completed Date: 28-12-2018

can still be answered, they are just not on display for that short time interval.

C05

Staff training records are up to date and held securely within our Electronic Rostering System. Furthermore, staff can't be assigned to any duties if they do not hold a valid, mandatory qualification. I offered to demonstrate this to the assessor on the day of the review but this was not requested.

Other than the points mentioned above, I believe this is an accurate assessment |

Section E
Environment, Equipment & General Safety

Section F
Leadership, Quality Assurance & Management

Standard 08 Standard Not Assessed

Standard 12

Standard 14

Standard 15

Standard 16

Provider Comments

You will receive a confirmation message to confirm that your assessment has been submitted and the Submit button will no longer be displayed in the assessment.

PAMMS Provider Assessment and Market Management Solution

ADASS East Supported Living Services for Wizzy Care

Directors of alass adult social services East

Assessment Completed Date: 28-12-2018

can still be answered, they are just not on display for that short time interval.

C05

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Other than the points mentioned above, I believe this is an accurate assessment |

Section E
Environment, Equipment & General Safety

Section F
Leadership, Quality Assurance & Management

Standard 08 Standard Not Assessed

Standard 12

Standard 14

Standard 15

Standard 16

Provider Comments

Assessment has been submitted!

OK

After you have submitted your comments the Assessor will review them and may make changes to the gradings applied. Ratings are applied based on the grading scores and the assessment is published on the PAMMS Provider Portal.

You will receive an email to inform you that the assessment has been published on the Provider Portal.

1. Select **Click here** to view a short video explaining how to use the portal.
2. Click the **URL link** to navigate to the Provider Portal.

Provider Assessment – Provider Guide - Reviewing an Assessment

The screenshot shows an email interface. At the top, the sender is 'adass@connexica.com' and the recipient is 'to me'. The date is 'Thu, 20 Dec, 16:17 (8 days ago)'. The email content features a header with the PAMMS logo (Provider Assessment and Market Management Solution) and the adass logo (Directors of Adult Social Services East). The main text states: 'The assessment report for the Test Non Regulated Community Service Oct v2.2 assessment that was completed on 10-12-2018 for Wizzy Care has been completed and published to the PAMMS Assessment Portal (<https://www.pammstraining.org/adassportal>).' A green circle with the number '2' is next to the URL. Below this, it says: 'Please log in to the Assessment Portal to review the published report and to work with the Assessor to develop an action plan to address issues found during the assessment, and to track your progress against the plan as you complete the agreed actions.' A green circle with the number '1' is next to the following text: 'Click here to view a short video that will explain how to use the portal.' Below that, it notes: 'Note that it may take up to two hours from the time you receive this email for the assessment to appear in the Assessment Portal.' The email concludes with 'Regards, The Locality Assessment Team' and 'If you need support in creating your action plan, please contact your locality assessment team.' A final note says: 'Please do not reply to this email; this address is not monitored.' At the bottom of the email content, there are 'Reply' and 'Forward' buttons.

If you do not Submit the assessment within 14 days (or an alternative agreed timescale) of receiving the assessment, the Assessor will consider that you have accepted the assessment as an accurate reflection and the assessment will be rated and published to the Provider Portal automatically.

4. Accessing the Provider Portal

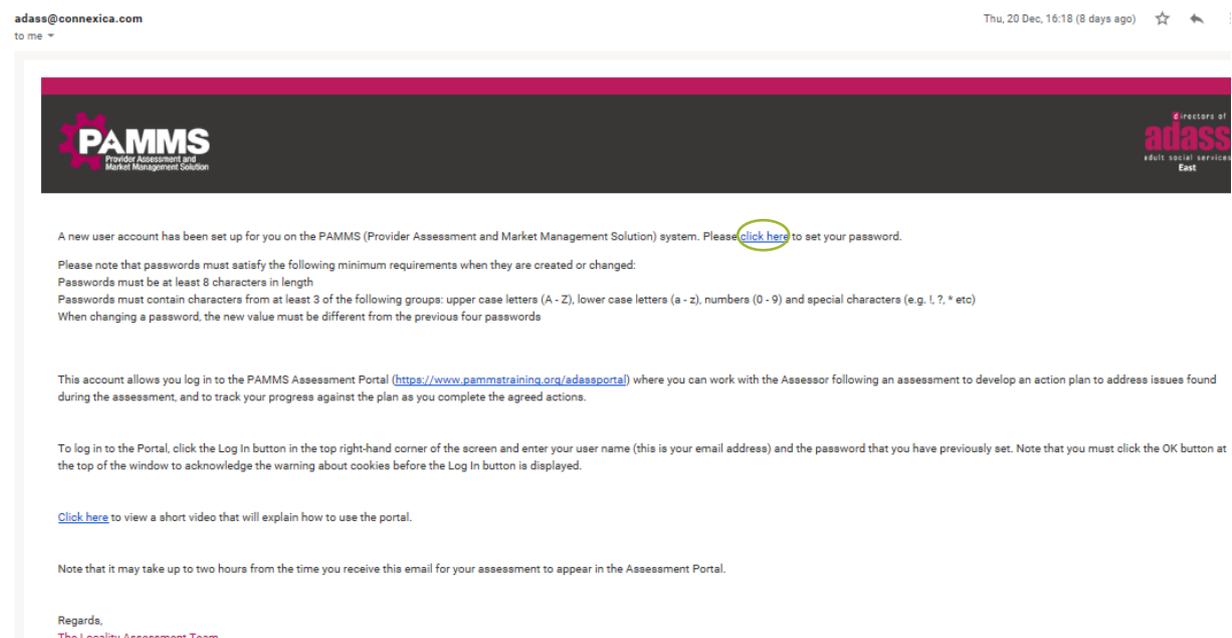
Initial Provider Portal Access

When an Assessment is published to the Provider Portal, you receive a notification email. If this is the first assessment you have received through PAMMS, your account will be set up. **Your user name will be the email address that receives the notification email.** You will need to set up a Password before you can access the PAMMS Provider Portal for the first time.

Your notification email contains a link to set up the password. Your password must contain at least eight characters and three of the following:

- an upper case letter
- a lower case letter
- a number
- a special character such as & % ^ ~ {

Click the **click here** link to set up your password.



The screenshot shows an email from adass@connexica.com. The header includes the PAMMS logo (Provider Assessment and Market Management Solution) and the adass logo (Directors of Adult Social Services East). The main body of the email contains the following text:

A new user account has been set up for you on the PAMMS (Provider Assessment and Market Management Solution) system. Please [click here](#) to set your password.

Please note that passwords must satisfy the following minimum requirements when they are created or changed:

- Passwords must be at least 8 characters in length
- Passwords must contain characters from at least 3 of the following groups: upper case letters (A - Z), lower case letters (a - z), numbers (0 - 9) and special characters (e.g. !, ?, * etc)
- When changing a password, the new value must be different from the previous four passwords

This account allows you log in to the PAMMS Assessment Portal (<https://www.pammstraining.org/adassportal>) where you can work with the Assessor following an assessment to develop an action plan to address issues found during the assessment, and to track your progress against the plan as you complete the agreed actions.

To log in to the Portal, click the Log In button in the top right-hand corner of the screen and enter your user name (this is your email address) and the password that you have previously set. Note that you must click the OK button at the top of the window to acknowledge the warning about cookies before the Log In button is displayed.

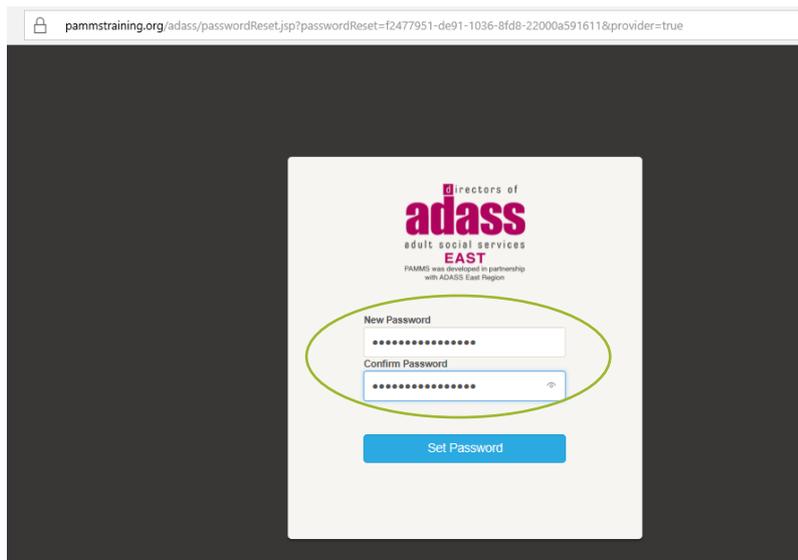
[Click here](#) to view a short video that will explain how to use the portal.

Note that it may take up to two hours from the time you receive this email for your assessment to appear in the Assessment Portal.

Regards,
The Locality Assessment Team

Enter your selected **New Password** and **Confirm** you have typed it in correctly.

Provider Assessment – Provider Guide - Accessing the Provider Portal

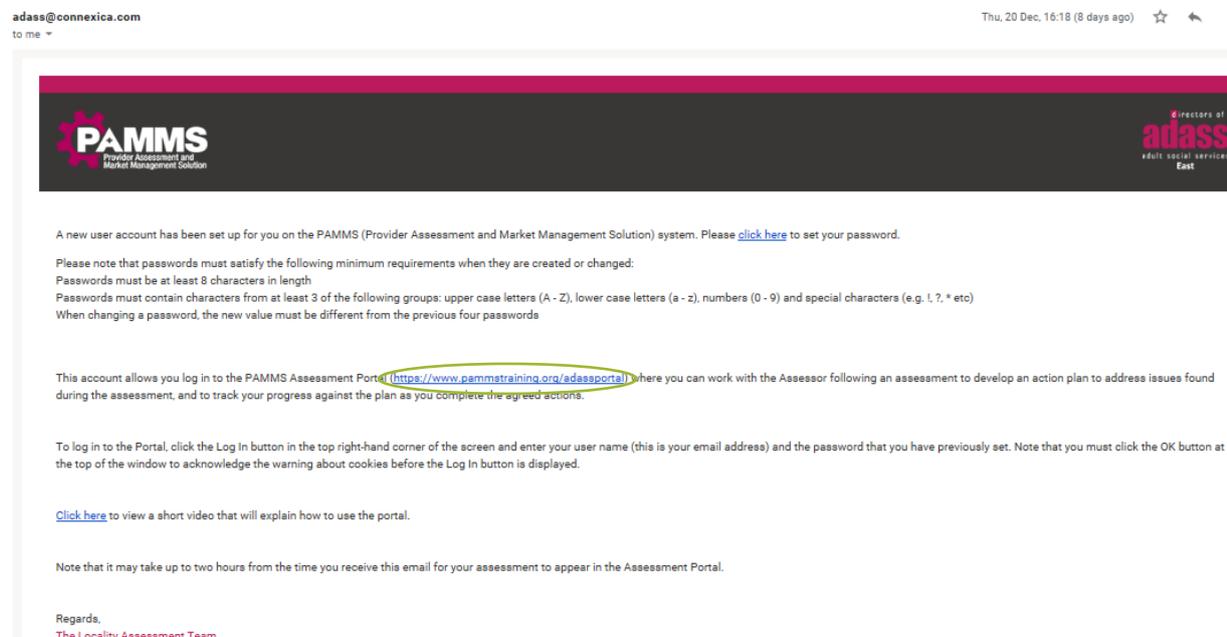


You will automatically be logged on to the Provider Portal. You can save the address to your web browser using the Favourite or Bookmark option.

All Provider Staff who were added as contacts in the Provider Details section of the Assessment will receive the notification email and will have accounts set up to access the PAMMS Provider Portal.

Subsequent Provider Portal Access

If you already have portal access, the **Portal Address** is also available from a link notification email.



adass@connexica.com
to me

Thu, 20 Dec, 16:18 (8 days ago)

PAMMS
Provider Assessment and
Market Management Solution

directors of
adass
adult social services
East

A new user account has been set up for you on the PAMMS (Provider Assessment and Market Management Solution) system. Please [click here](#) to set your password.

Please note that passwords must satisfy the following minimum requirements when they are created or changed:

- Passwords must be at least 8 characters in length
- Passwords must contain characters from at least 3 of the following groups: upper case letters (A - Z), lower case letters (a - z), numbers (0 - 9) and special characters (e.g. !, ?, * etc)
- When changing a password, the new value must be different from the previous four passwords

This account allows you log in to the PAMMS Assessment Portal (<https://www.pammstraining.org/adassportal>) where you can work with the Assessor following an assessment to develop an action plan to address issues found during the assessment, and to track your progress against the plan as you complete the agreed actions.

To log in to the Portal, click the Log In button in the top right-hand corner of the screen and enter your user name (this is your email address) and the password that you have previously set. Note that you must click the OK button at the top of the window to acknowledge the warning about cookies before the Log In button is displayed.

[Click here](#) to view a short video that will explain how to use the portal.

Note that it may take up to two hours from the time you receive this email for your assessment to appear in the Assessment Portal.

Regards,
The Locality Assessment Team

5. Viewing an Assessment

If you receive a message stating that **This website uses cookies**, please ensure you click **OK**.

Once logged in, you will be able to view your published assessment. If you have access to more than one assessment, you can filter your view by searching on All or Part of the following search **Terms** before clicking the **Search** icon:

- Provider Name
- Address
- Template Name

Select **View Summary** to view the assessment.

The screenshot displays the PAMMS Provider Portal interface. At the top, there is a navigation bar with the PAMMS logo, a search bar containing 'Wizzy Care', and a 'Log Out' button. Below the navigation bar, a banner indicates '1 Assessments are Available to View'. The main content area shows a list of assessments, with the first one highlighted: 'Test Non Regulated Community Service Oct v2.2 for Sherwood Drive'. This assessment has a 'Overall Rating' of 'EXCELLENT' (5 stars) and a 'View Summary' button circled in green. To the right, there is a 'Welcome to the PAMMS Provider Portal' message and a section titled 'Our Assessment Criteria' which lists four levels: Excellent (5 stars), Good (4 stars), Requires Improvement (3 stars), and Poor (1 star).

From this screen you can select to view the:

1. **Summary** – includes a Rating Classification for each Standard, Domain and the Review Overall (if these were included within the assessment)
2. **Full Report** – shows the Rating and Comments at question level
3. **Areas for Improvement** – shows the Rating and Comments for questions rated as **Requires Improvement** or **Poor**
4. **PDF Version** – downloads the assessment Summary as a pdf file
5. **Assessment Ratings Criteria** – describes each of the Rating Classifications

Provider Assessment – Provider Guide - Viewing an Assessment

Logged in as haroldspottier191@gmail.com (Provider) Log Out

PAMMS Provider Assessment and Quality Improvement System

Training

Test Non Regulated Community Service Oct v2.2 for Sherwood Drive

Back to Report

1 Summary 2 Full Report 3 Areas For Improvement

Overall Rating
★★★★★
EXCELLENT

PDF Version 4 Assessment Ratings Criteria 5

Assessment Completed 10/12/2018

Domains

1. Involvement and Information	Good ★★★★★
2. Personalised Care and Support	Excellent ★★★★★
3. Safeguarding and Safety	Excellent ★★★★★
4. Suitability of Staffing	Good ★★★★★
5. Quality of Management	Good ★★★★★
6. Service Specific Outcomes	Good ★★★★★

Standards

1. Respecting and Involving Service Users	Good ★★★★★
2. Consent	Good ★★★★★

Address: Sherwood Drive

Provider: Wizzy Care

Parent Company: Wizzy Health and Care

Services: No services listed

Wizzy+Care+-+Su....pdf

Show all X

6. Creating an Action Plan

Any questions that received a rating of Requires Improvement or Poor need to be addressed. This is achieved by the Provider creating a Draft Action Plan which is reviewed by the Assessor.

When the Action Plan is agreed, the Provider can add comments and upload evidence that they have met the objectives of the plan. The Assessor will monitor progress throughout the Plan period. Once all the Plan Objectives have been met, the assessment will display that the action plan for the assessment has been achieved.

Creating a Draft Action Plan

Select **Areas For Improvement**. Any questions that received a Poor or Requires Improvement rating will be displayed. Select **Create Draft Action Plan**.

The screenshot shows the PAMMS interface for 'ADASS East Supported Living Services for Wizzy Care'. The 'Areas For Improvement' section is active, displaying a table of assessment questions. The table has three rows, each with a question ID, a description, and a 'Poor' rating. A 'Create Draft Action Plan' button is visible at the bottom of the page.

Question ID	Description	Rating
C06	Staff confirm they have received appropriate training in respect to infection control and are able to explain how to prevent infection. Care workers are able to explain how they ensure appropriate waste management.	Poor
C08	Staff confirm that they have received appropriate training on how to use equipment safely and that they are confident to do so and that support is available if required.	Poor
C13	Where appropriate and when asked agency staff confirm that they have been inducted to the service appropriately.	Poor

Click **New Action** to add an action to the Plan and complete the information.

1. **Description** – describe the action which is going to be taken and how it is going to be implemented.
2. **Questions** – tick all questions which are addressed by this action (more than one can be selected).
3. **Assignee** – enter the names of the people responsible for managing the implementation of the plan (more than one can be added).
4. **Planned Completion Date** – select the target date the Action should be completed by. Different Actions can have different Completion Dates.

Select **Add Action**.

Provider Assessment – Provider Guide - Creating an Action Plan

Logged in as ha

Living Services for Wizzy Care

Improvement **Action Plan**

Understanding

Received appropriate training in respect to infection control and are able to explain how they ensure appropriate waste management.

Received appropriate training on how to use equipment safely and support is available if required.

Add Action

Description **1**
Questionnaire sent to staff one week after induction including a self evaluation and quiz.

Question(s) **2**
 (C08) Staff confirm they have received appropriate training in respect to infection control and are able to explain how to prevent infection. Care workers are able to explain how they ensure appropriate waste management.
 (C08) Staff confirm that they have received appropriate training on how to use equipment safely and that they are confident to do so and that support is available if required.
 (C13) Where appropriate and when asked agency staff confirm that they have been inducted to the service appropriately.

Assignee **3**
H Granger

Planned Completion Date **4**
19/01/2019

Add Action Cancel

Actions

1. A formal Induction Training course has been developed which stands alone. This is included as Mandatory training within our rostering system. A series of compulsory e-learning modules have also been developed which include interactive quizzes and final assessment. Staff must complete the assessment successfully before the training is signed off. The syllabus and sample materials are to follow.

Assigned to: H Granger
Target Completion Date: 28/02/2019

1. A formal Induction Training course has been developed which stands alone. This is included as Mandatory training within our rostering system.

You can add additional actions by returning to the **Action Plan** tab and selecting **New Action**. You can modify existing actions by selecting the **Edit** icon – select **Modify Action** to save the changes.

Logged in as handpotter19@gmail.com (Provider) Log Out

PAMMS
Practice Assessment and
Risk Management System

ADASS East Supported Living Services for Wizzy Care

Back to Results

Summary Full Report Areas For Improvement **Action Plan**

Action Plan
Status: Draft

Care Worker Knowledge & Understanding

C08 Staff confirm they have received appropriate training in respect to infection control and are able to explain how they ensure appropriate waste management.

C08 Staff confirm that they have received appropriate training on how to use equipment safely and support is available if required.

Edit Action

Description
Rostering system for all non double-up visits. A series of compulsory e-learning modules have also been developed which include interactive quizzes and final assessment. Staff must complete the assessment successfully before the training is signed off. The syllabus and sample materials are to follow.

Question(s)
Section C
 (C08) Staff confirm they have received appropriate training in respect to infection control and are able to explain how to prevent infection. Care workers are able to explain how they ensure appropriate waste management.
 (C08) Staff confirm that they have received appropriate training on how to use equipment safely and that they are confident to do so and that support is available if required.
 (C13) Where appropriate and when asked agency staff confirm that they have been inducted to the service appropriately.

Assignee
H Granger, R Weasley

Planned Completion Date
28/02/2019

Modify Action Cancel

PDF Version **New Action**

Actions

1. A formal Induction Training course has been developed which staff must attend before they are scheduled to attend any visits alone. This is included as Mandatory training within our rostering system for all non double-up visits. A series of compulsory e-learning modules have also been developed which include interactive quizzes and final assessment. Staff must complete the assessment successfully before the training is signed off. The syllabus and sample materials are to follow.

Assigned to: H Granger, R Weasley
Target Completion Date: 28/02/2019

1. A formal Induction Training course has been developed which staff must attend before they are scheduled to attend any visits alone. This is included as Mandatory training within our rostering system for all non double-up visits. A series of compulsory e-learning modules have also been developed which include interactive quizzes and final assessment. Staff must complete the assessment successfully before the training is signed off. The syllabus and sample materials are to follow.

Submit Draft Action Plan

Select **PDF Version** to Download or Print your plan.

Submitting a Draft Action Plan

Select **Submit Draft Action Plan** when the plan is complete.

Provider Assessment – Provider Guide - Creating an Action Plan

The screenshot shows the PAMMS Provider Portal interface. At the top, it says 'Logged in as haroldpotter191@gmail.com (Provider)' and 'Log Out'. The main header includes the PAMMS logo and 'ADASS East Supported Living Services for Wizzy Care'. Below this, there are navigation tabs: 'Summary', 'Full Report', 'Areas For Improvement', and 'Action Plan'. The 'Action Plan' tab is selected, and the status is shown as 'Draft'. A 'Submit Draft Action Plan' button is circled in green. The main content area displays a table with one row for 'C08' with a 'Poor' rating. The table content is as follows:

Item ID	Description	Rating	Comments
C08	Staff confirm that they have received appropriate training on how to use equipment safely and that they are confident to do so and that support is available if required.	Poor	<p>1. A formal Induction Training course has been developed which staff must attend before they are scheduled to attend any visits alone. This is included as Mandatory training within our rostering system for all non double up visits. A series of compulsory e-learning modules have also been developed which include interactive quizzes and final assessment. Staff must complete the assessment successfully before the training is signed off. The syllabus and sample materials are to follow.</p> <p>Assigned to: H Granger, R Wastley Target Completion Date: 25/02/2019</p> <p>2. Questionnaire sent to staff one week after induction including a self evaluation and quiz.</p> <p>Assigned to: H Granger</p>

You must submit your Draft Action Plan within 14 days of receiving notification that your assessment has been published.

Once you have submitted your Draft Action Plan, the Status will show as **Awaiting Approval**. You are not able to make any further changes to the plan while this status is displayed.

The screenshot shows the PAMMS Provider Portal interface with the 'Action Plan' status changed to 'Awaiting Approval'. The 'Submit Draft Action Plan' button is no longer visible. The table content is as follows:

Item ID	Description	Rating	Comments
C08	Staff confirm that they have received appropriate training on how to use equipment safely and that they are confident to do so and that support is available if required.	Poor	<p>1. A formal Induction Training course has been developed which staff must attend before they are scheduled to attend any visits alone. This is included as Mandatory training within our rostering system for all non double up visits. A series of compulsory e-learning modules have also been developed which include interactive quizzes and final assessment. Staff must complete the assessment successfully before the training is signed off. The syllabus and sample materials are to follow.</p> <p>Assigned to: H Granger, R Wastley Target Completion Date: 25/02/2019</p> <p>2. Questionnaire sent to staff one week after induction including a self evaluation and quiz.</p> <p>Assigned to: H Granger Target Completion Date: 10/01/2019</p>
C19	When appropriate and where agreed, ensure staff confirm that they have been inducted to the correct responsibilities.	Poor	

Once the Assessor has received your Draft Action Plan, they will review it. They will contact you if they need to discuss it further with you.

When they are happy with the plan, they will confirm the Action Plan as Approved. When you next access the Provider Portal, the Status will have changed to **In Progress**. You will also be able to view any **Comments** made by your Assessor (under the associated Action Plan items).

Provider Assessment – Provider Guide - Creating an Action Plan

Logged in as tricia.dowd@hastec.id (Assessor) Log Out

PAMMS Provider Assessment and Management System

ADASS East Supported Living Services for Wizzy Care

Summary Full Report Areas For Improvement **Action Plan**

Action Plan
Status: In Progress

PDF Version

C08 Staff confirm that they have received appropriate training on how to use equipment safely and that they are confident to do so and that support is available if required. **Poor**

1. A formal induction training course has been developed which staff must attend before they are scheduled to attend any visits alone. This is included as Mandatory training within our rostering system for all non double up visits. A series of compulsory e-learning modules have also been developed which include interactive quizzes and final assessment. Staff must complete the assessment successfully before the training is signed off. The syllabus and sample materials are to follow.
Assigned to: H Granger, R Weasley
Target Completion Date: 28/02/2019

Completed by Provider Approved by Assessor

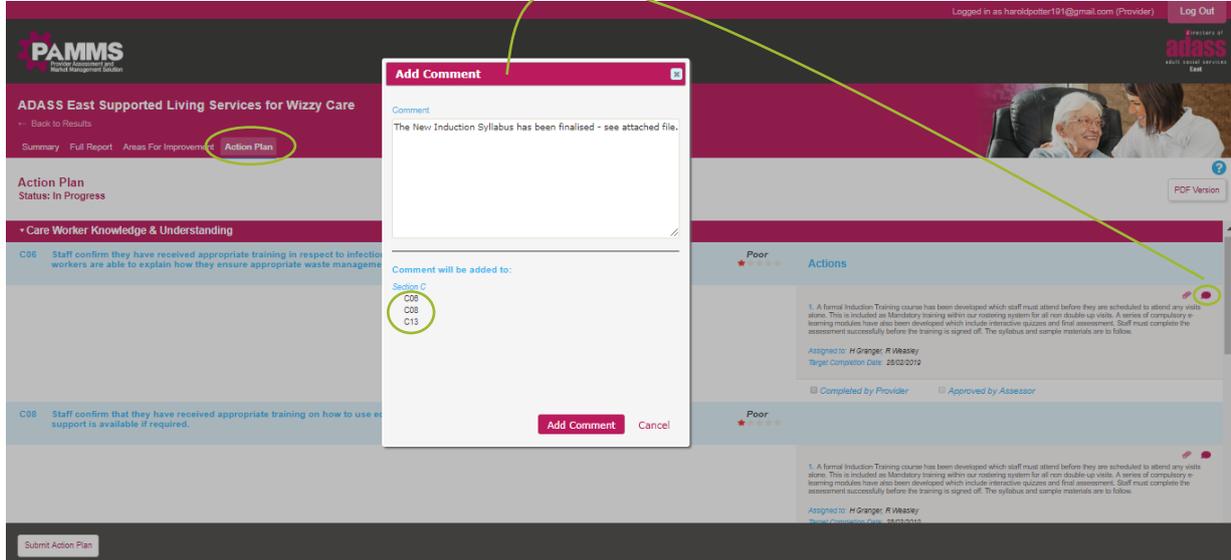
2. Questionnaire sent to staff one week after induction including a self evaluation and quiz.
Assigned to: H Granger
Target Completion Date: 19/01/2019

tricia.dowd@hastec.id commented on 02/01/2019: You have not stated how this will indicate that the staff feel that they have been inducted appropriately - please provide additional details.

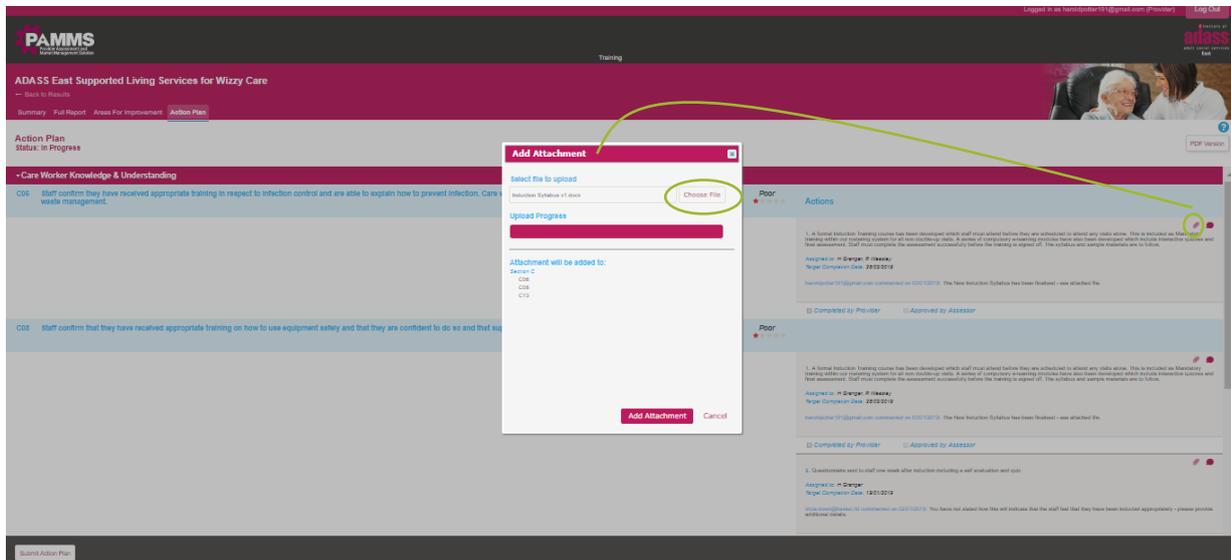
Completed by Provider Approved by Assessor

7. Completing your Action Plan

You may return to your **Action Plan** at any time and add information by selecting the **Comments** icon. The comment will automatically be shown against each **Area of Improvement** objective that the Action has been associated with.

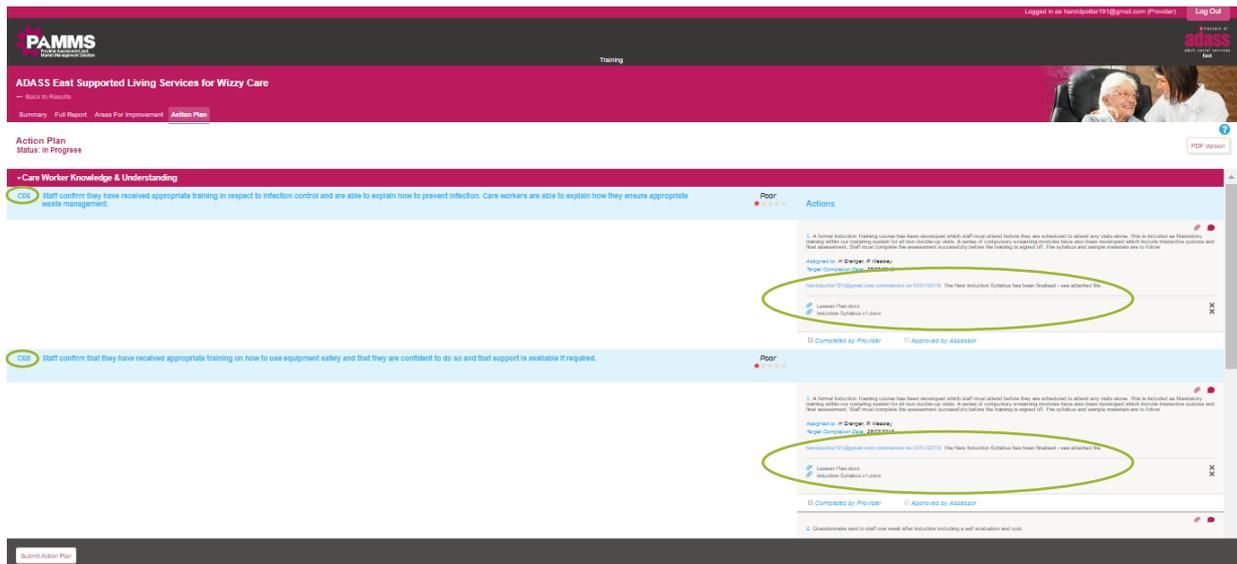


Documents can be uploaded to the Action Item by selecting the **Attachment** icon and **Choose File**:

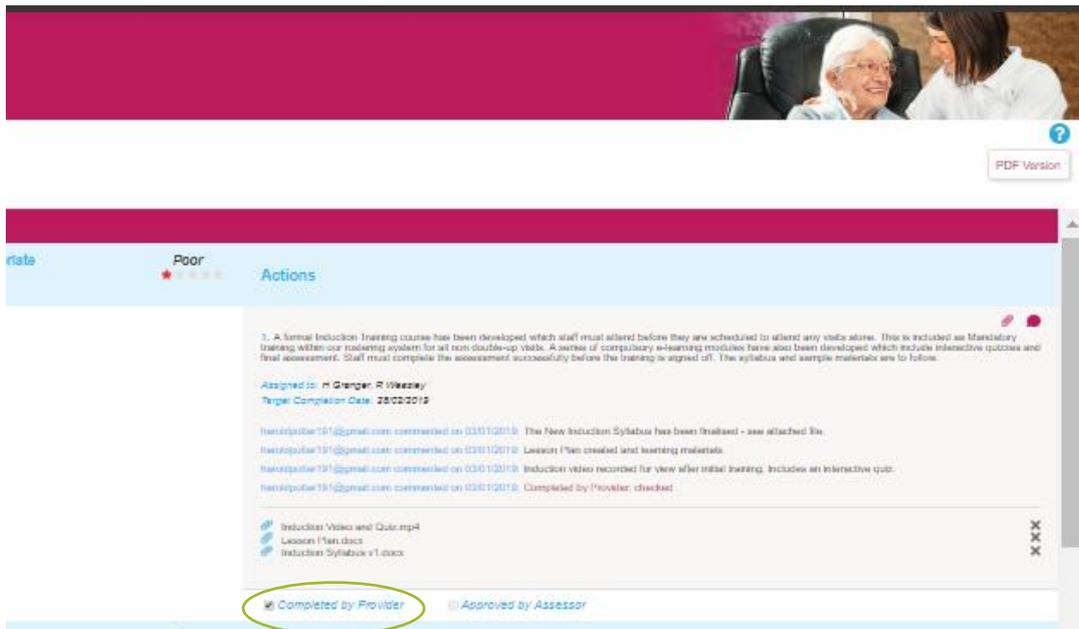


Attachments will be also listed against each **Area of Improvement** objective that the Action has been associated with.

Provider Assessment – Provider Guide - Completing your Action Plan

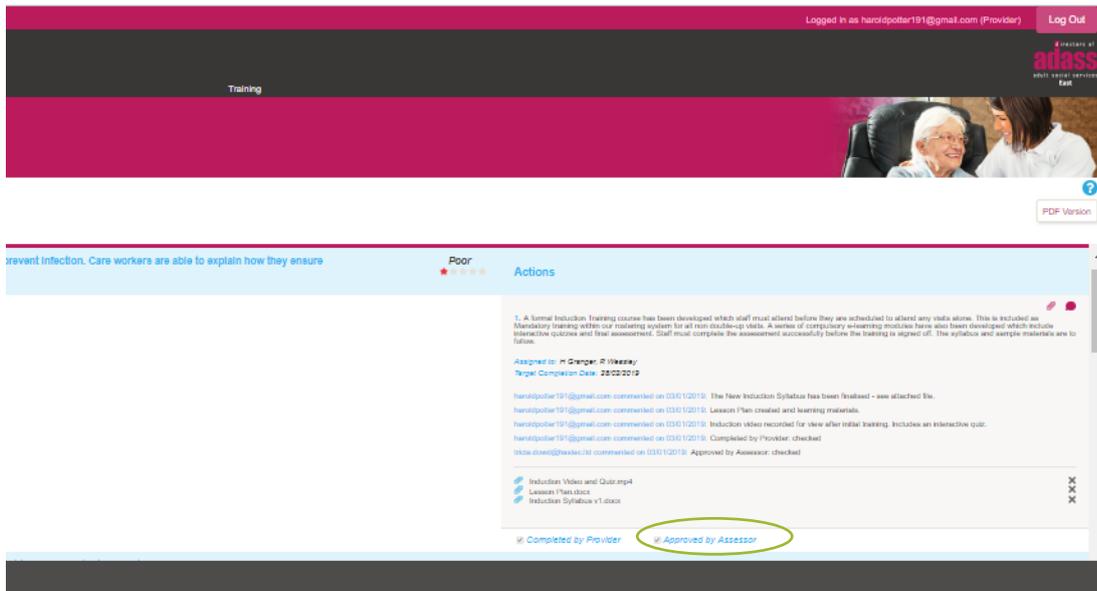


The Assessor will be able to review and comment on individual tasks while the plan is in progress. When an Action Item is complete, tick the **Completed by Provider** check box. The Assessor will receive an email informing them that an action item is completed and ready for review.



If the Assessor agrees that the Action has been completed effectively, they will tick the **Approved by Assessor** box.

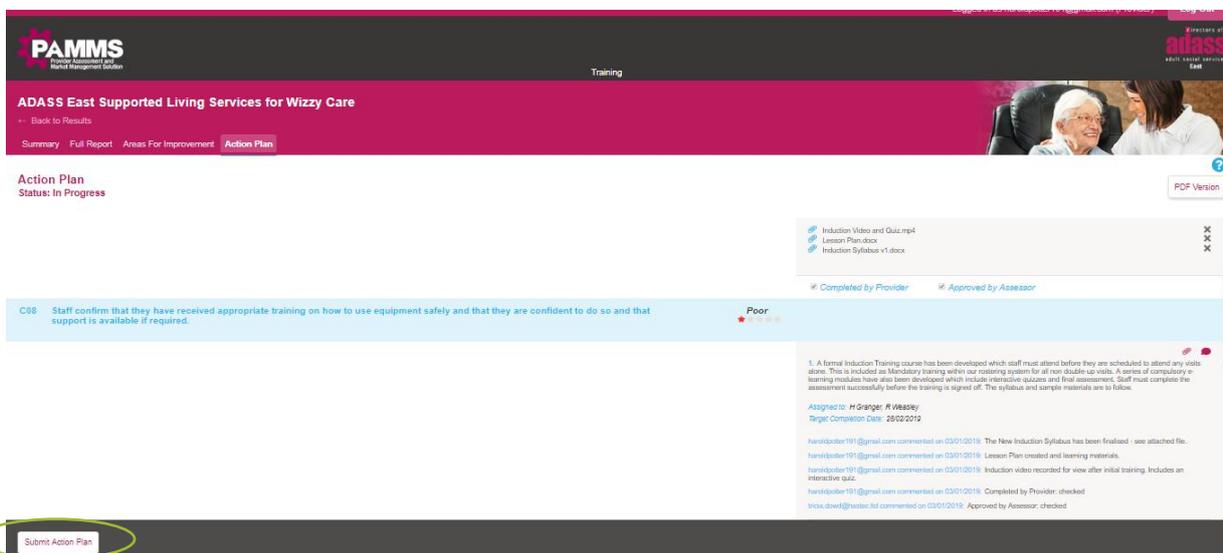
Provider Assessment – Provider Guide - Completing your Action Plan



Your Assessor will receive an email reminder if an action item is outstanding after its target end date has been exceeded. If you think you are unlikely to achieve a target deadline, you should add a comment to the Action item explaining the reason.

You should attempt to Submit your complete Action Plan by the agreed target date. Your Assessor will receive an email reminder if you do not Submit your Action Plan by the target date.

When you have completed all actions, select **Submit Action Plan**.



Your Assessor will receive an email informing them that your Action Plan is completed and awaiting final review.

If your Assessor is satisfied, they will acknowledge that the Action Plan has been successfully completed and a **Note** will be added to your assessment on the Provider Portal.



Training

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ADASS East Supported Living Services for Wizzy Care

Wizzy Care, Sherwood Drive



Assessment Completed 28/12/2018

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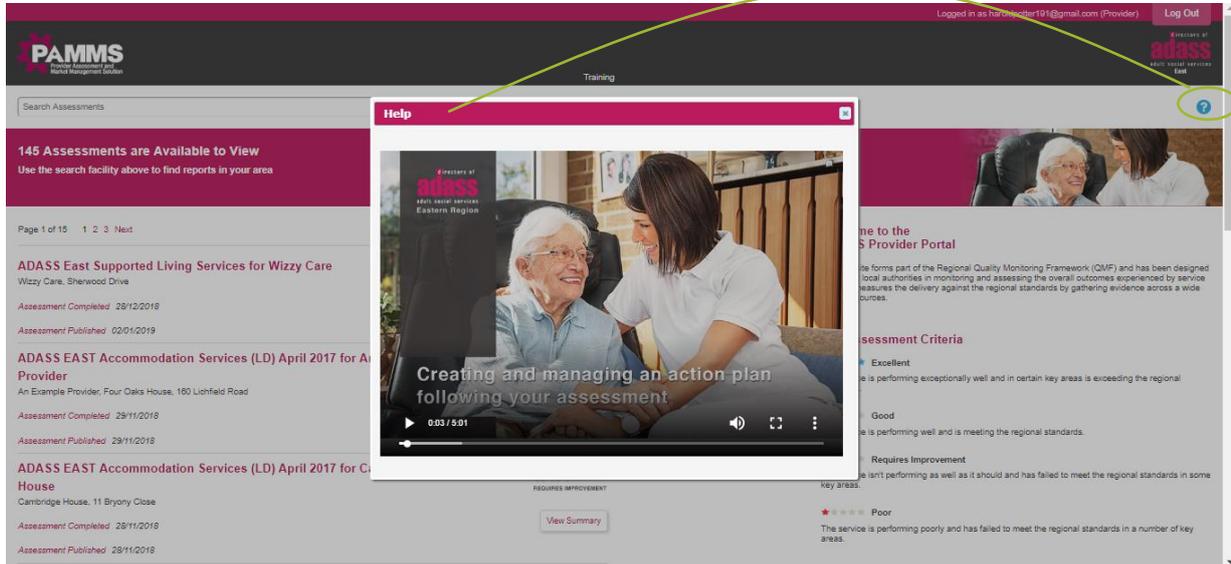
Assessment Published 02/01/2019



Since the assessment was carried out, the Provider has agreed an action plan with the Assessor to put in place remedial actions to address non-compliances identified during the assessment. These actions have all been carried out to the satisfaction of the Assessor.

8. Additional Information

A short video guide to Managing an Action Plan is available by selecting the **Help** icon on the Provider Portal.



If you have any questions or queries regarding any aspect of the Assessment contents or process, please direct them to the Assessing Officer.

Appendix A

Provider Email Correspondence

Subject	Single or Repeated?	Sent To	Description
Assessment Complete	Single	Provider Manager	Assessment complete. Assessment is attached for Provider Manager to review.
Portal Account Created	Single	Provider Staff	Sent to a newly created Provider user when an assessment is published.
New Assessment Available	Single	Provider Manager	Sent when an assessment is published but the Provider Manager already has an account
Action Plan Ready	Single	Provider Staff	The Assessor has approved the Draft Action Plan
Password Reset	Single	Provider Staff and Provider Manager	Contains link enabling password reset



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