

# **Provider Assessment – Provider Guide**

Version 2.03 18 June 2019



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Provider Email C	Correspondence	

## **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.

Abbreviation	Term
PAMMS	Provider Assessment & Market Management Solution
CQC	Care Quality Commission
Provider	Agency, Care Provider, Service Provider

### **Glossary of Abbreviations**

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

<ol> <li>First do Command</li> <li>Then do Option if</li> </ol>	Numerically Ordered procedures or descriptions which include screen Commands or Options
1 2 3	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.

	۹	Search settings	
	←	Content Settings	0
	٩	Cookies Allow sites to save and read cookie data	•
	0	Location Ask before accessing	•
		Camera Ask before accessing	•
	Ŷ	Microphone Ask before accessing	•
	۰	Notifications Ask before sending	•
$\langle$	<>	JavaScript Allowed	•
	*	Flash Ask first	•

#### 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).

about:config						
	Sirefox about:config					☆
Sea <u>r</u> ch: vjavascript.enabled				$\sim$		
Preference Name		▼ Status	Туре	Value		
javascript.enabled		default	boolean	true		
				$\smile$	loggle	
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					Reset	

### **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.

c	Cearch mail •
	Assessment Complete 🐜
	assignmenta.com
	9 mi
+	
	Pollowing the Talk Non Regulated Community Sankas Cerl (r.2. assessment certical out all Vitzy Care, on 10/12/018 the Assessment segred. This report is attached for your review.
	To provide comments on the assessment report.
	Lear the attracted the type complete     Lear the applied on the Amplete Source S
	On automation the dwit assessment report will be induced to the Assessment thy our comments. The Assessment in ones your comments and where appropriate may make amendments to the report tarbus it is finalised and politioned.
	You have 14 days to provide any commerts that you want to bring to the absence before the Appacer to automatically finalized and published.
	If after you have welves of the dark assessment report you do not have any comments for the Assessor, please have the Comments area blank and plat click the South builton.
	Napola. The closed Assessment Taum Paravalar was denoted about April Name and a file and a make the assessment in mar April plans some part hashy assessment have. Parava de normally in the well, the advances are marked.
	What do you want to do with Test Non Regulated Community Service Oct v2.2 for Wizzy Care-provider.html? Open Save A Cancel X
	Serve Service Cot v.2; for Wizzy Care-provider.html? From: mail-attachment.googleusercontent.com

### **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.

CARLES AND A CONTRACT OF A CON	ADASS East Supported Living Services for Wizzy Care	edult social ser East	s of Vices Submit
	Assessment Completed Date: 28-12-2018		
Standard 15	Section B > Standard 15		Î
Standard 09	Using Information and Dealing with Complaints		
Section C     Care Worker Knowledge & Understail	nding (B18) Service users spoken with are aware of how to complain and are supplied with information on what to do and how to		- 1
Section D     Staff Training & Recruitment	Image: contact the provider, LA / LGO.         Image: contact the provider, LA / LGO.	Help	Comments
<ul> <li>Section E Environment, Equipment &amp; General S</li> </ul>	(B19) Service users confirm that they feel they would be supported if they have had cause to complain and, if they have had cause to make a complaint, confirm that they were kept informed of the outcome in a timely manner and that the service learnt from the complaint.		
<ul> <li>Section F Leadership, Quality Assurance &amp; Management</li> </ul>	Excellent     Good     Requires Improvement     Poor     Not Assessed	Help	Comments
Provider Comments	Regular informal group feedback sessions are held with the residents and family members are encouraged to attend also. The sessions are well facilitated by staff and residents and family members discuss issues and ideas. Staff		28 December 2018 Friday

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.

AI CONTRACTOR OF	DASS East Supported Living Services for Wizzy Care	Adult secial tarvices adult secial tarvices East
	Assessment Completed Date: 28-12-2018	
<ul> <li>Section E Environment, Equipment &amp; General Safety</li> </ul>	Provider Comments	Â
<ul> <li>▼ Section F Leadership, Quality Assurance &amp; Management</li> </ul>	Enter any comments about the assessment that you would like the assessor to take into account when they complete their fin you've added your comments please click submit to return this to the assessor, if you don't have any comments leave this sec	al assessment report. Once tion blank and click submit.
Standard 08 Standard Not Assessed		
Standard 12		
Standard 14		
Standard 15		
Standard 16 Provider Comments	~	

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

	ADASS East Supported Living Services for Wizzy Care	ectors of Is services st
	Assessment Completed Date: 28-12-2018	
Section E     Environment, Equipment & General S	can still be answered, they are just not on display for that short time interval.       fety <u>C05</u>	•
<ul> <li>Section F Leadership, Quality Assurance &amp; Management</li> </ul>	Staff training records are up to date and held securely within our Electronic <u>Rostering</u> 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.	
Standard 08 Standard Not Ass	Other than the points mentioned above, I believe this is an accurate assessment.	
Provider Comments		Ŧ

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.

A Revenue of the second second	DASS East Supported Living Services for Wizzy Care	directors of <b>BUBASS</b> adult social services East
	Assessment Completed Date: 28-12-2018	
		-
	Staff training recording they do not this was not reque	
Standard 08 Standard Not Assesse	Other than the poly	
Provider Comments		

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.



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.

adass@connexica.com			Thu, 20 Dec, 16:18 (8 days ago)	\$	◆ ::
to me 👻					
				dire	ectors of
				aut	199
Market Management Solution				Eas	st
A new user account has been set up for you on the PAMMS (Provi	Jer Assessment and Market Management Solution) s	ystem. Please click here to set your password.			
Please note that passwords must satisfy the following minimum r	quirements 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	n groups: upper case letters (A - 7) lower case letters	(a, z) numbers (0, 0) and spacial characters (e.g. 1.2 * at	(c)		
When changing a password, the new value must be different from	the previous four passwords	v (a - 2), nambero (o - 9) and opeoial charactero (e.g, ., .	5)		
This second allows use lastic to the DAMAIC Assessment Destal					6
during the assessment, and to track your progress against the pla	as you complete the agreed actions.	you can work with the Assessor following an assessment t	o develop an action plan to addres	sa lasues t	round
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	s your email address) and the password that you have previ	ously set. Note that you must click	the OK b	utton at
the top of the window to acknowledge the warning about cookies	efore the Log In button is displayed.				
Click here to view a short video that will explain how to use the po	cal.				
Note that it may take up to two hours from the time you receive th	s email for your assessment to appear in the Assessr	ment Portal.			
Regards, The Locality Assessment Team					

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

ammstraining.org/adass/passwordReset.jsp?passwordReset=f2477951-de91-1036-8fd8-22000a591611&provider=true	rue
Very Password     Very Password     Continue Password	

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.



## 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.

		Logged in as harol	dpotter191@gmail.com (Provider)	Log Out
PARTIES REAL	Training			atiass atiass neult secial services Eest
Wizzy Care		$\triangleright$		0
1 Assessments are Available to View		Á		
Page 1 of 1		Welcome to the PAMMS Provider Portal		
Test Non Regulated Community Service Oct v2.2 for Sherwood Drive	Overall Rating	This website forms part of the Regional Quality M	lonitoring Framework (QMF) and has	been designed
Assessment Comnieled 10/12/2018	EXCELLENT	to support local authorities in monitoring and asse users. It measures the delivery against the region	assing the overall outcomes experient al standards by gathering evidence a	ced by service across a wide
Assessment Published 20/12/2018	View Summary	range of sources.		
2		Our Assessment Criteria		
Page I of I		**** Excellent		
		The service is performing exceptionally well and i standards.	n certain key areas is exceeding the	regional
		<b>★★★</b> ★ Good		
		The service is performing well and is meeting the	regional standards.	
		*** Requires Improvement		
		The service isn't performing as well as it should a key areas.	nd has failed to meet the regional sta	andards in some
		**** Poor		
		The service is performing poorly and has failed to areas.	meet the regional standards in a nur	mber of key

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

	Toxica	Logged in as haroldpotter101@gmail.com (Provider)
Test Non Regulated Community Service Oct v2.2 for Sherwo Book to Resk 2 3 Summary Full Report Areas For Improvement	namy od Drive	
Overall Failing		PCF Version Assessment Ratings Citaria
Assessment Completed 10/12/2018 Domains		Address Sharwood Drive
1. Involvement and Information	Good ****	Provider Wizzy Care
2. Personalised Care and Support	Excellent *****	Parent Company Wizzy Health and Care
3. Safeguarding and Safety	Excellent *****	Services
4. Suitability of Staffing	Good ****	<ul> <li>No services listed</li> </ul>
5. Quality of Management	Good ****	
8. Service Specilc Outcomes	Good ****	
Standards		
1. Respecting and Involving Service Users	Good ****	
2. Consent	Good ★★★★	
™izzy+Care+++Supdf ^		Show all :

## 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**.

		Logged in as haroldpotter191@gmail.com (Provider)
	Training	
DASS East Supported Living Services for Wizzy Care Back to Reads Immary Ful Report Anas For Improvement		
are Worker Knowledge & Understanding		
The list below contains questions which were scored as 'requires improvement' or 'poor' during the assessment and will form the basis of plan which will address these points.	he action	Care Worker Knowledge & Understanding
05 52HF confirm they have received appropriate training in respect to intection control and are able to explain new to invert intection. Care workers are able to explain how they ensure appropriate waste management.	Poor ****	
8 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	
Where appropriate and when asked agency staff confirm that they have been inducted to the service	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.

		Logged in as ha
iving Services for Wizzy Care	Add Action	2
ining certices for thirty dure	Description 1	
provement Action Plan	Questionnaire sent to staff one week after induction including a self evaluation and quiz.	
	Question(s) 2	
derstanding	C06) Staff confirm they have received appropriate training in respect to	
eived appropriate training in respect to infection control and are at how they ensure appropriate waste management.	mection control and are able to explain how to prevent mection. Care workers are able to explain how they ensure appropriate waste management.	Actions
	available if required. C(13) Where appropriate and when asked agency staff confirm that they	7 1 A formal lockuring Training on two has been developed which st
	Assignee	alone. This is included as Mandatory training within our rostering as learning modules have also been developed which include interaction are serviced as created by before the training is simpled off. The addated of the service
	H Granger	Assigned to: H Granger
	Planned Completion Date	Target Completion Date: 28/02/2019
received appropriate training on how to use equipment safely and red.	19/01/2019	
	Add Action Cancel	<ol> <li>A formal Induction Training course has been developed which st alone. This is included as Mandatory training within our rostering sy</li> </ol>

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.

	And the second s
ADASS East Supported Living Services for Wizzy Care     Edit Action     Image: Comparison of the service o	
Action Plan must complete the assessment successfully before the training is signed off. The syllabus and sample materials are to follow.	PDF Version New Addor
Care Worker Knowledge & Understanding     Construction     Constructi	ucion Turing outrue han been deviated which gift nut start before they are scheduled to all the schedule of th
COB Staff confirm that they have received appropriate training on how to use equipment safely are support is available if required.  Modify Action Cancel  Cancel Cancel  Cancel  Cancel  Cancel  Canc	on Takes: 2500,2019

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

### **Submitting a Draft Action Plan**

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

	Logged in as haroldpotter191@gmail.com (Provider) Log Out
Training Taking	Torator of ALIASS and tageneration
ADASS East Supported Living Services for Wizzy Care - East to Results Summary Full Report Areas For Improvement Addion Flum	
Action Plan Status: Draft	PDF Version New Action
	1. A Dense Induction Training cases has have developed adult of all not alters before years included to adult any relativistic. This is included to adult have all not relativistic grades and and inductivity straining on a relativity grades and a low adult is included to adult on a low and a comparison of the straining of the
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.	
	1. A formal induction Training source has been interfaced which call must latter before they are scheduled to all more any and the schedule of the schedule
	Questionnaire sent to staff one seek after induction induction and quiz.     Astronetic: Higginger
Submit Draft Action Plan	

# 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.

	Edged in as hardupoter to tegrinal control (Provider)
Training	
ADASS East Supported Living Services for Wizzy Care - Back to Reads Summary Full Report Areas For Improvement Action Plan	
Action Plan Status: Awaiting Approval	2 PDF Version
	<ol> <li>A ferrer biological Territory course has been developed which and find a shared before here are solvabuled to a state of any visits alone. This is included a behaviory samply where we can undering systems for an inductive value, a ferrer biological bearing module in the data bears developed which include interactive approximation of the assessment. Such must compare the assessment of the assessment of the assessment of the system of the system and the assessment of the assessment of the assessment of the assessment of the system of the system and the assessment of the assessment assessment of the assessment of the system of the system of the system and the system and the assessment of the assessment of the assessment of the system of the system of the system of the system and the system of the term of the assessment of the assessment of the system of the system of the system of the assessment of the assessment of the system of the system of the system of the assessment of the assessment of the system of the system of the system of the assessment of the assessment of the system of the system of the system of the assessment of the assessment of the system of the system of the system of the assessment of the system of the system of the system of the system of the assessment of the system of the system of the system of the system of the assessment of the system of the system of the system of the system of the assessment of the system of the system of the system of the system of the assessment of the system of the system of the system of the system of the assessment of the system of the system of the system of the system of the assessment of the system of the system of the system of the system of the assessment of the system of the system of the system of the system of the assessment of the system of the system of the system of the system of the assessment of the system of the assessment of the system of the system of the system of the system of th</li></ol>
COB 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 *
	<ol> <li>A formal headular. Training course has been developed which staff must attend forbits frag y and staff and any visits alone. This is included as Mendatry tempory arises an entering type and the must be alone tables as using a course of a computancy or laming multiar has not alone to the orderated which include includes and the must end and an alone of the multiant of an and accessoremental by alone to the staff of the multiplane and targets and the multiplane and targets materials and to take Assigned: It dramper Alwasay Target Competion Lane. 36:02:010</li> </ol>
	Ouestionnaire sert to staff one weak other induction including a self evaluation and quit.     Assignment: High organize     Target Competion Date: 15012019
C42 Where appropriate and when acked approvidely confirm that they have been industed to the convine appropriately	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).

		Logged in as tricia.dowd@hasteo.ltd (Assessor)
PARMINS Prove Assessment and Training		alia Mia
ASS East Supported Living Services for Wizzy Care add to Reads watery Full Report Areas For Improvement Action Plan		
on Plan s: In Progress		PDF Ve
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 Taxing source has been developed which staff most stated before they are scheduled to stated up values down to a source of a
		Completed by Provider
		Oursionnaire seet to staff one week after induction including a self evaluation and quiz.     Assignation // dranger     Regise Competion Zette: 1901/2019
	<	Vola dwelghaste: 84 commented on 03:01/0011k. You have not stated how this will indicate that the staff feel that they have bee induced 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.

		<u> </u>	Logged in as harolopotter (Provider)
	Add Comment		atiass at the second
ADASS East Supported Living Services for Wizzy Care - Back to Results Summary Full Report Areas for Improvement Action Flam	Comment The New Induction Syllabus has been finalised - see attached file.		
Action Plan Status: In Progress			PDF Version
Care Worker Knowledge & Understanding     C66 Staff confirm they have received appropriate training in respect to infectio     workers are able to explain how they ensure appropriate waste managem	Comment will be added to:	Poor	Actions
			<ol> <li>A formed induction: Training cacrain has been developed within half most attest before they are uterabated to after they are the studied to a start participation of the start and an experimentation of the start and an experimentation</li></ol>
			Completed by Provider  Approved by Assessor
C08 Staff confirm that they have received appropriate training on how to use e support is available if required.	Add Comment Cancel	Poor ★★★★★	
		-	1. A formal bulaction "Taining scares has been developed which staff must strend before they are scheduled to attend any one developed with a schedule program of the schedule and schedule program of the schedule p
Submit Action Plan			ASSY4510 HURING F. MASSAY Best Connection Fulls - Mich2010

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

ADASS East Supported Living Services for Wizzy Care			ALC: NO
Sunnay, Fu Ripot, Assa Fu Impovement Adden Res Action Plan Salata In Process		Tre	Version
Care Worker Knowledge & Understanding     Construction to the base approach and the base of a state of an attain to activity the the research blackbox Case	Add Attachment		
web mangemiet	Upload Progress	Actions	
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**Attachments** will be also listed against each **Area of Improvement** objective that the Action has been associated with.

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Submit 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.

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

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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.

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

If you 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	
Search Assessments		<b>P</b>
46 Assessments are Available to View Jee the search facility above to find reports in your area		
Age 5 of 15 Prev 3 4 5 6 7 Next ADASS East Supported Living Services for Wizzy Care Wizzy Care, Sherwood Drive	Overall Rating	
Age 5 of 15 Prev 3 4 5 6 7 Next ADASS East Supported Living Services for Wizzy Care Wizzy Care, Sherwood Drive Assessment Completed 28/12/2018	Overall Rating REQUIRES IMPROVEMENT View Summary	

## 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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