

Quality Assurance Framework

Maintaining high standards for patients and service users in all that we do

The public expects health and care services to be safe and of the highest standard.

We've designed our Quality Assurance Framework to track, measure and report on quality and safety.

This summary document explains how we, the Department of Health and Social Care, will use our framework to make sure the Government and the wider public can have confidence in the services we provide.

Introduction

April 2021 marked the start of an important change in the way we provide health and social care services to the people of the Isle of Man.

Our new operational body, Manx Care, is now responsible for providing almost 250 different services across the island, helping people to stay healthy, well and independent for as long as possible.

As part of this historic change, we have taken on a new role. We will define the services we need Manx Care to deliver and give them strategic direction and support.

We will also encourage **assurance** – which means making sure the services we offer are of a consistently high standard, meet the needs of those receiving them and, in the longer term, lead to better outcomes for individuals and the community.

In short, assurance is about oversight and quality control.

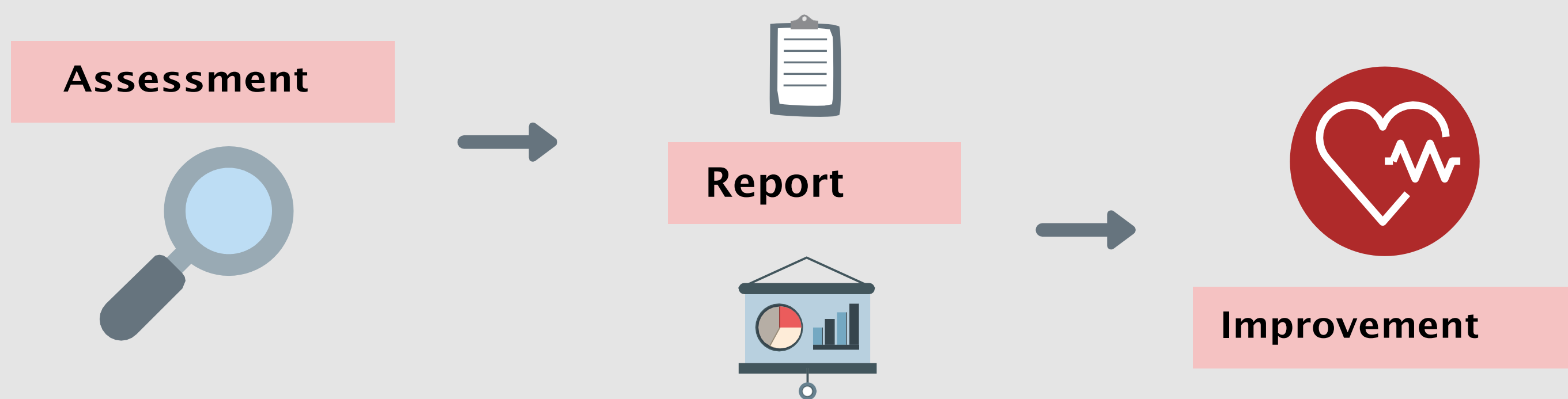
We need to assure ourselves and the public of the quality of all our activities – from using public money responsibly, to providing leadership and training for staff, to the treatment and care given to patients and service users.

The assurance process will drive us to meet expected standards – and hold us to account if we don't. By giving us clear information about how the system is working, the process will shape our thinking and strategy and help us make improvements in the future.

A comprehensive system of oversight is necessary in order to make sure we maintain quality across a wide range of services.

Our plans for this are set out in our Quality Assurance Framework, which explains our aims and objectives and shows how we plan to achieve them.

This document summarises the framework and answers some frequently asked questions to explain the key points in brief.



Find out more by visiting <https://www.gov.im/media/1373026/dhsc-assurance-framework-v11.pdf> for the full framework and a breakdown of the measures we will use to check the quality and safety of our services.

Our five areas of focus

We need to check the standard of our services and systems to make sure they are safe, effective and relevant to the people we serve.

We will focus on the following five areas.

Quality: making services safe, effective, caring and responsive

We will maintain quality across our services through reviews, reporting and risk management. We will improve our care services by auditing treatments and outcomes. A key assurance measure will be safeguarding all adults, children and young people in our care. By acting on your feedback we will aim to improve services for all patients, service users and carers.

Finance and use of resources

We will provide value for the public by reducing waste and finding smarter ways to provide services. To achieve this, we will track our spending on each service area to increase the value of the money we spend and assess how any changes to funding affect the services we provide. We will set priorities for investment both in operational areas and capital schemes, and keep these priorities under review so we can respond to new and emerging needs.

People: leadership, workforce and culture

We will look for assurance that staff are supported to learn new skills and adopt new ways of working by a well-led organisation with a fair and accountable structure. We will promote a culture which values and nurtures relationships and partnerships, both inside and outside our organisation. We will make sure that we understand the needs and expectations of people using health and care services, and shape our services to meet those needs.

Population and health outcomes

We will track the ongoing joining up of services to provide clear pathways of care for patients and service users and encourage service designers to include these in future services. Central in the assurance process will be the long-term goal to improve the overall health of the population, and we will monitor and support the plans put in place by Public Health to meet health goals for the whole population of the island.

About people

We'll check in with people who use our services – routinely collecting and reviewing their stories and experiences. We will gather feedback through surveys, compliments, complaints and incident reports to make sure that the targets and plans we've set ourselves match what patients and service users experience day to day. Our focus will be on developing services so that we are providing the best possible care for people's physical and mental health.

We will use the experience and knowledge of staff, service users, families and carers, and evidence from surveys, to make long-term improvements.

Assurance: frequently asked questions

How will assurance help improve health and care services?

Assurance is about looking closely at our services to make sure the care and treatment we provide meets necessary standards. We have a legal responsibility to provide many of these services and the assurance process will make sure we are meeting that duty. By setting high standards, the assurance process will help us to make continuous improvements and achieve better outcomes for the people who use our services.

Who will be assessing your services?

Our services will be assessed, inspected and regulated by a number of organisations. We will invite UK bodies such as the Care Quality Commission, the Royal College of Nursing and other specialist and professional institutions to carry out reviews across a range of health and care services. Our Registrations and Inspections team will continue its ongoing programme of internal assessments in care homes, nursing agencies, child-minding services and other areas.

How will your performance be assessed?

Review bodies will provide us and Manx Care with a detailed report on their findings, highlighting good practice and areas where improvement is needed. The reports will usually include a list of recommended actions and dates for completing these. We will make sure the organisations we invite to carry out reviews follow the same approach so that their judgements are consistent.

How long will this take?

We expect the first reviews to take place within Manx Care's first 12 months, as part of a rolling programme of reviews. We have a five-year plan to put in place a comprehensive assurance process, and we expect to see improvements during that period. Our priorities will reflect developments in treatment and care and respond to feedback from the reviews.

What services will be regulated?

We will expect Manx Care to provide 247 different services, and we will use the assurance process for most of these. The services range from acute hospital care and mental-health services to community clinics, adult social care and children's services.

What can I expect to see?

The team or organisation reviewing a service may ask patients, service users and the public about their experience. The feedback provided will be an important part of our assurance process. Our new patient and service user representatives will be gathering views and suggestions from people who have used our services, and we are committed to including the feedback they receive in our assurance process.

Quality assurance

Quality assurance is about **looking closely** at our services to make sure the care and treatment we are giving **meets the necessary standards**.

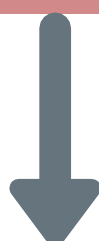
By setting **high standards**, the assurance process (assessment, report and improvement) will help us to keep making our services **better**, making sure we are always **doing the best** for our patients and staff.

Our services will be checked by a number of organisations, including bodies such as the Care Quality Commission, the Royal College of Midwives and our Registration and Inspections team.



Assessment

From mental health, to home care, to emergency medical care – most of our services will be inspected and assessed. You might be asked for your feedback on the services you use, and this will help us improve in the future.



Report

We will be given a report based on your feedback and our inspections and assessments. The report will tell us how we're doing and highlight what we could do better.



Improvement

We will use the report to identify areas where we can improve our services or the way they are delivered, or where we can update or design new pathways. We'll then work to put these changes into practice, so that we're always providing the best service we can.