

Care Control January 2020
Quality Assurance Feature

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Introduction by Matt Luckham

The UK's regulators place a high regard on care organisations measuring the quality of the services they provide. For example, the Care Quality Commission expects a service to conduct quality surveys at least once a year.

At my care home we normally conduct quality surveys twice a year, capturing scores from service users, family members and professionals on the various areas of service we provide. In addition, we ask for written feedback – which we then use for marketing purposes.

With this update we have included a tool to capture and process Quality Assurance information so that you could, if you feel it was appropriate to, constantly measure your organisation's performance. We believe that the regulators would view high frequency assessment of a service as Outstanding Care.

Setting up a Survey

Default Survey

Each survey contains several questions which the responders score out of 10. We have included an example survey with this update called **Standard Quality Survey**. You can use this survey, modify it or create your own. The questions we have included are: -

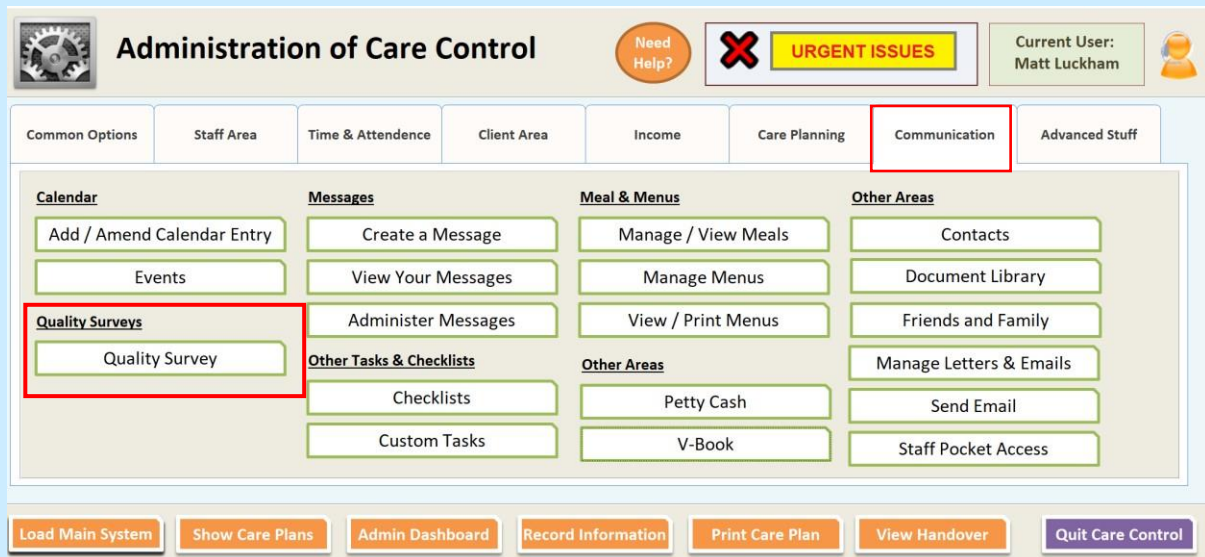
Number	Short Description	Question	Issue Shown	Quote Shown
1	Quality Care	How do you rate the quality of care we provide at [Company Name]?	4	8
2	Room Comfort	How do you rate the comfort of your room at [Company Name]?	4	8
3	Staff Friendliness	How do you rate the friendliness of staff at [Company Name]?	4	8
4	Communal Rooms	How do you rate the cleanliness of communal rooms at [Company Name]?	4	8
5	Food Quality	How do you rate the quality of the food provided at [Company Name]?	4	8
6	Food Choice	How do you rate the choice of meals provided at [Company Name]?	4	8
7	Decor	How do you rate the décor and ambience of [Company Name]?	4	8
8	Complaints	How do you rate [Company Name] response to any	4	8

		complaints you may have had cause to make?		
9	Laundry	How do you rate the laundry service at [Company Name]?	4	8
10	Activities	How do you rate the social activities at [Company Name]?	4	8
11	Overall	What are your overall impressions of [Company Name]?	4	8

Adding a New Survey

You can access the administration of the survey tool through

CC Windows: -



The screenshot shows the 'Administration of Care Control' interface. At the top, there is a navigation bar with 'Administration of Care Control' and a 'Need Help?' button. A yellow 'URGENT ISSUES' banner is visible. The current user is identified as 'Matt Luckham'. Below this is a menu bar with categories: Common Options, Staff Area, Time & Attendance, Client Area, Income, Care Planning, **Communication**, and Advanced Staff. The 'Communication' menu is expanded, showing sub-menus: Calendar, Messages, Meal & Menus, Other Areas, and Other Tasks & Checklists. The 'Quality Surveys' sub-menu is highlighted with a red box and contains a 'Quality Survey' button. At the bottom of the interface, there is a row of buttons: Load Main System, Show Care Plans, Admin Dashboard, Record Information, Print Care Plan, View Handover, and Quit Care Control.

Quality Assurance Surveys...

Analysis of Recent Responses

Summary | Base Data | Feedback Only | Refresh Analysis

Surveys: All Surveys | Questions: All Questions

Overall Score

image-charts.com

Avg Score

Survey	Last Response	Responses
Standard Quality Survey	13/11/2019 11:26:12	106
Test Survey 1 (Deactive)		0

Export Data | Settings | Print Analysis | **New Survey** | Edit Survey | Toggle Active

Create New Survey...

Survey Name:

Base it on a Template: **No Template**

Activate this Survey: This will deactivate any other active survey

Create Survey

On this screen you can enter a **Survey Name**. You can choose to base it on an existing **Template**. If you select **Activate this Survey**, all other surveys will become deactivated.

Create New Survey...

Survey Name: **Test Survey 1**

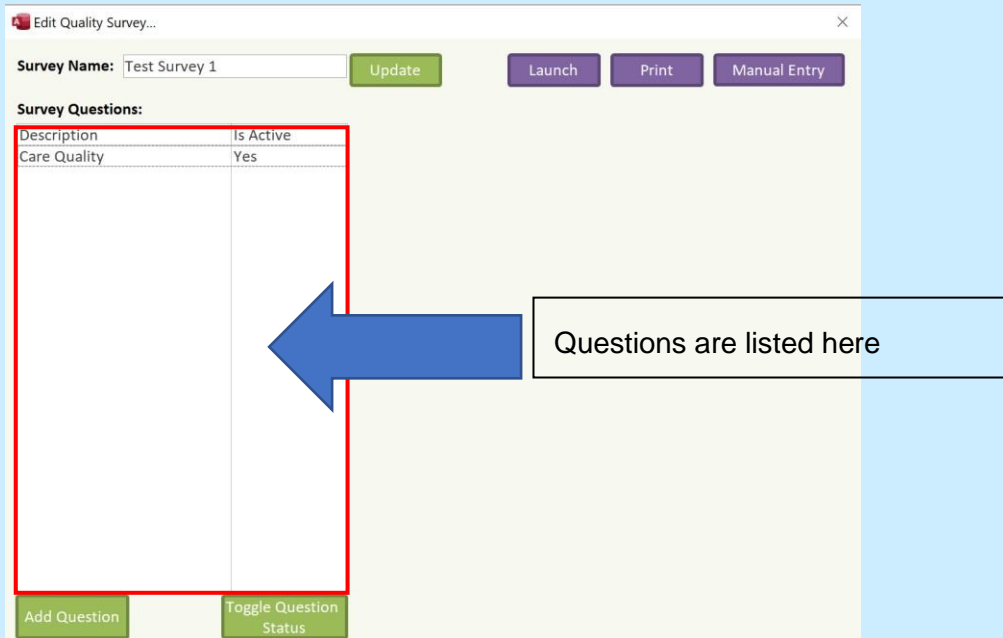
Base it on a Template: **No Template**

Activate this Survey: This will deactivate any other active survey

Create Survey

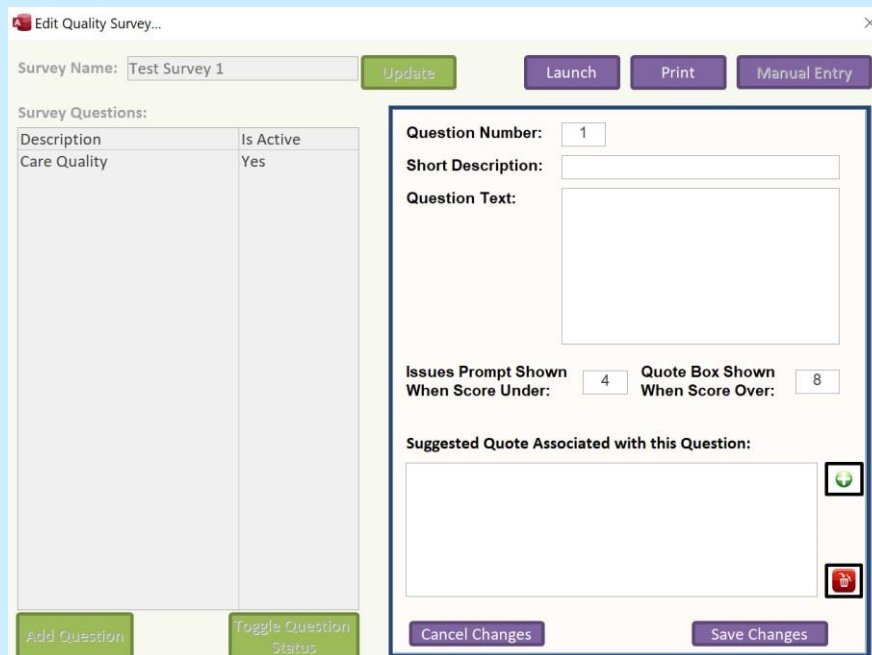
Editing / Updating a Survey

When you have created a survey, you can edit the questions contained within it: -



Adding a Question

When you click the **Add Question** button you are shown a screen to enter a question detail: -



Here you can enter the following: -

Question Number

This is the order the questions will be shown in the survey.

Short Description

Useful for analysis to summarise the question text.

Question Text

This is the question you will be asking the responder.

Remember the question needs to be phrased to provide a rating between 1 and 10.

Issues Prompt Shown When Score Under

This is the score that will display the issue box to the responder. For example, if they score a question 4 out of 10

you may want to ask them why and to provide further feedback.

Quote Box Shown When Score Over

Similarly, when a score is entered equal to or greater than this value a Quote Box selection box will be shown

Using Quotes

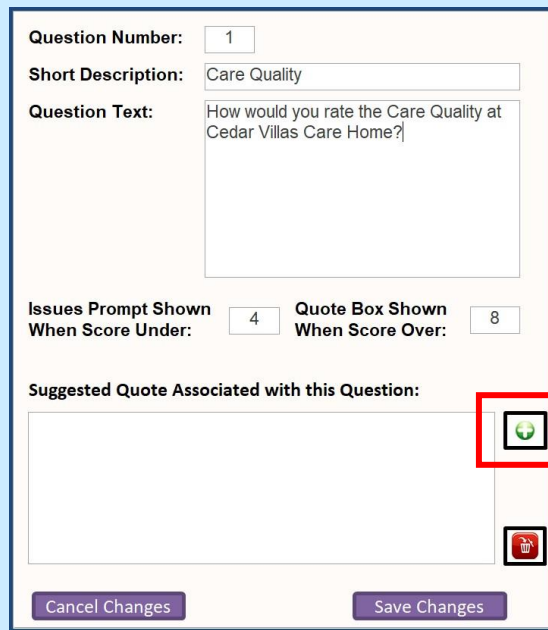
One of the objectives from the survey tool is to capture positive feedback that you can then use for marketing purposes. You can load any number of “suggested” quotes against a question which users can select. Users can choose at this point to enter feedback.

An example of a quote that is included in the pre-loaded survey is: -

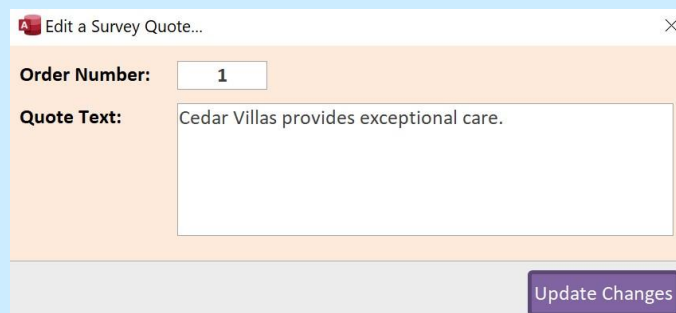
[Company Name] provides excellent care for my family. We are delighted with the team and everything that is being provided for at [Company Name].

The [Company Name] placeholder is updating when the quote is displayed.

If we continue to edit our question, here is an example of text entered: -



Now we are going to add a quote for if a score of 8 or greater is added: -



Select **Update Changes** and the Quote Details will be saved.

Question Number:
Short Description:
Question Text:
Issues Prompt Shown When Score Under: **Quote Box Shown When Score Over:**
Suggested Quote Associated with this Question:

1	Cedar Villas provides exceptional care.	
---	---	--

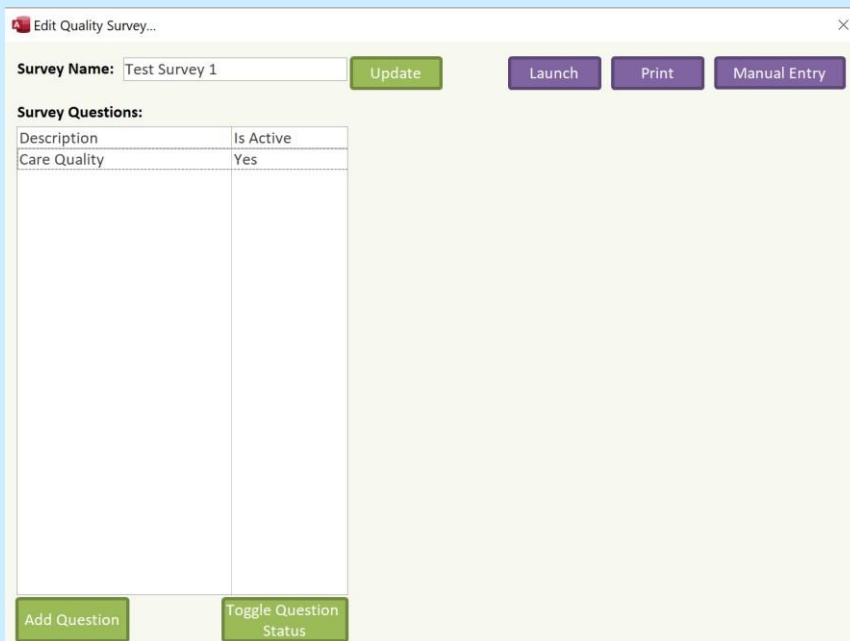
If you want to edit the quote again you need to double click the quote line: -

Suggested Quote Associated with this Question:

1	Cedar Villas provides exceptional care.
---	---

If you want to delete a quote, make sure it is selected and press the delete button:

When you have clicked **Save Changes**, your screen will look as follows: -

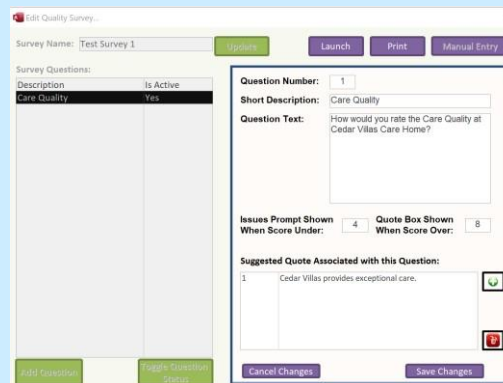
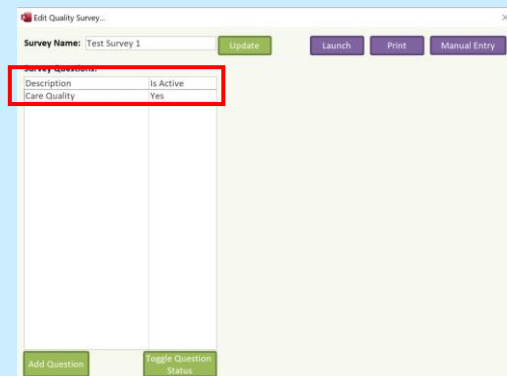


Description	Is Active
Care Quality	Yes

At this stage you can select to **Add** another **Question** to build up your survey.

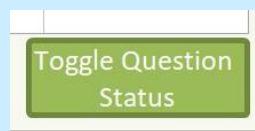
Editing a Question

You edit a question by double clicking it: -



Switching a Question Off

Once you have created a question you cannot remove it. However, you can deactivate it from your list by clicking on the **Toggle Question Status** button: -



If you deactivate a question it will no longer appear on your survey.

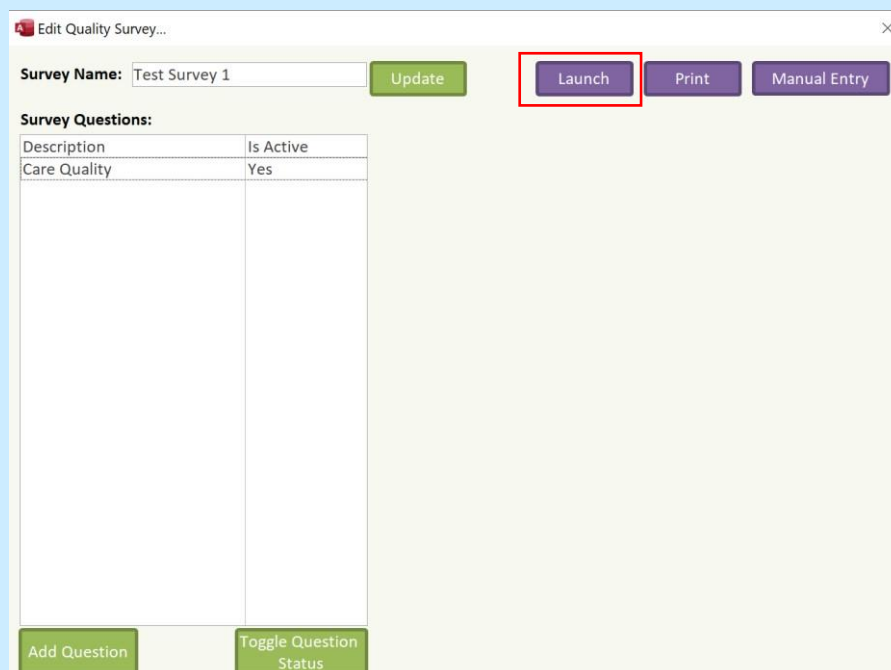
Using Your Survey

You can only complete a survey through **Care Control Mobile**.

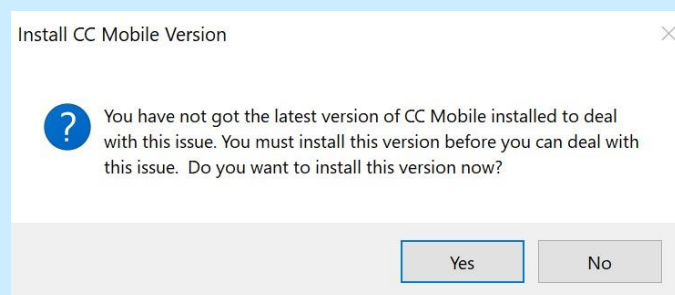
With this update to your systems, **CC Mobile** is integrated with **CC Windows**. This means that you can launch **Care Control Mobile Survey Tool** direct from **CC Windows**.

Launching Your Survey

The easiest way to access your survey is to “launch it” from the **CC Windows Survey Editor**: -



If you click this button **CC Windows** will try to load the survey within **CC Mobile**. If you do not have the correct version of **CC Mobile** installed, you will get a message like this: -

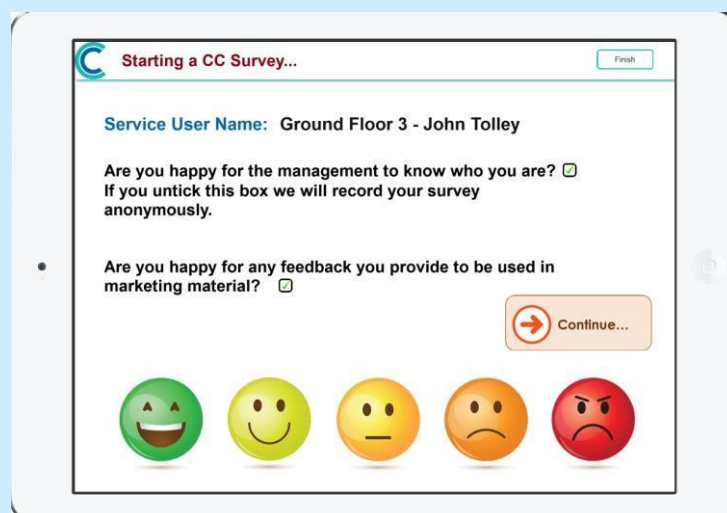


If you click **Yes**, **CC Mobile** will download and you will be able to install it.

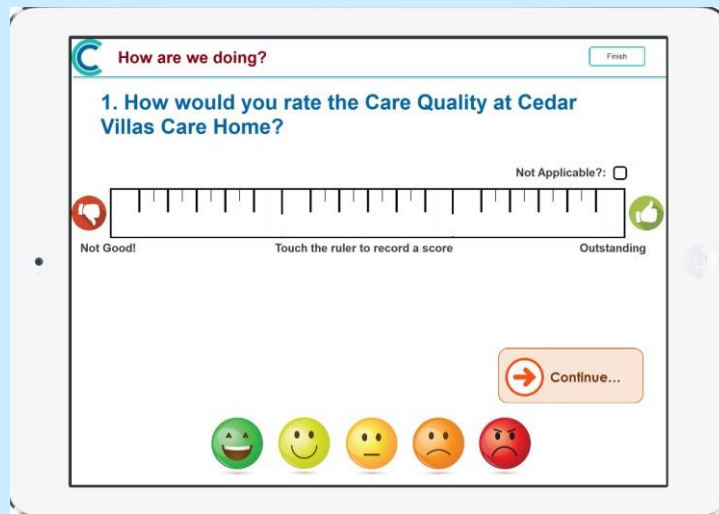
Once you have launched your survey you will be presented with a series of pictures from your care organisations. You must select a service user to proceed: -



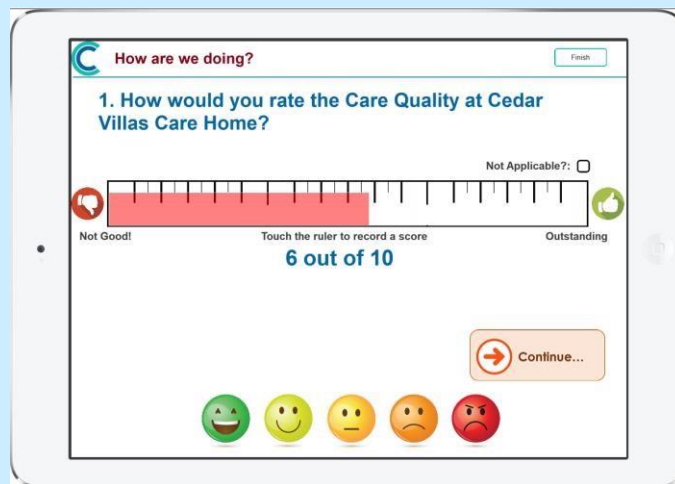
If you select a service user and **Continue**, you will be shown the survey screen home page: -



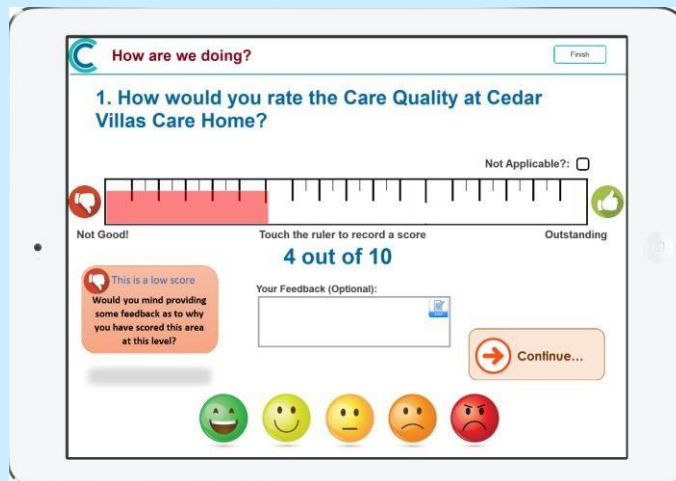
Selecting **Continue** will start your survey: -



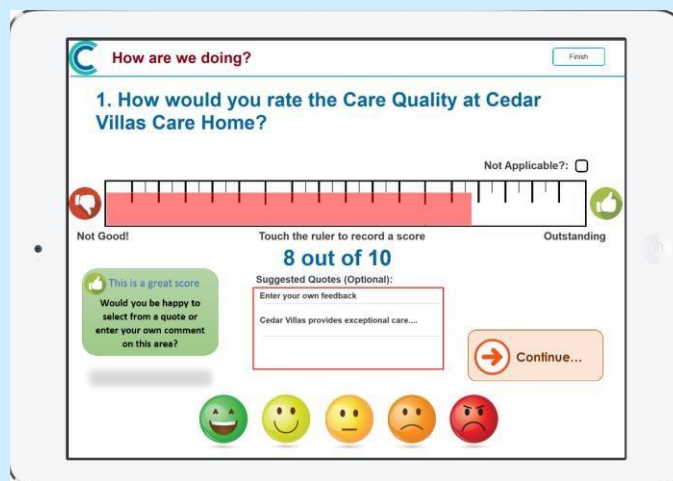
By touching the ruler, you score the question out of 10: -



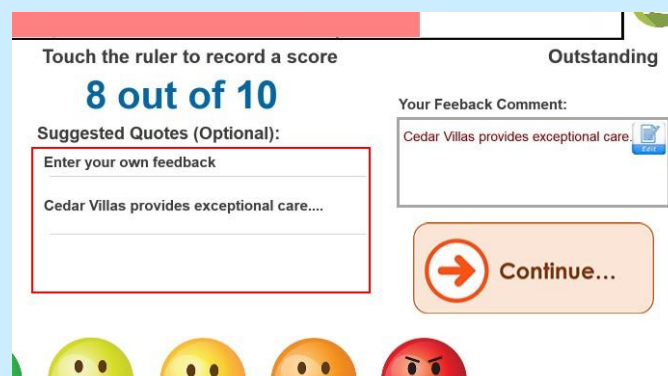
As per the settings we entered above, if we score the question equal to or lower than 4 then you will be asked for feedback: -



If we score the question equal to or greater than 8 you are presented with the Quote Box: -



The quote box presents the predefined quotes we attached to this question, or you can write your own: -



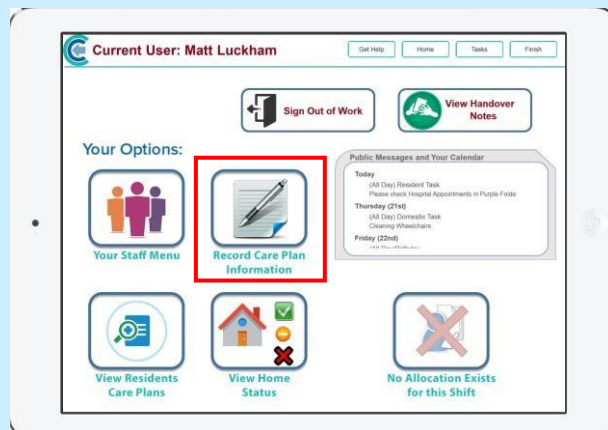
Selecting **Continue** will save your question response.

Launching Survey through CC Mobile

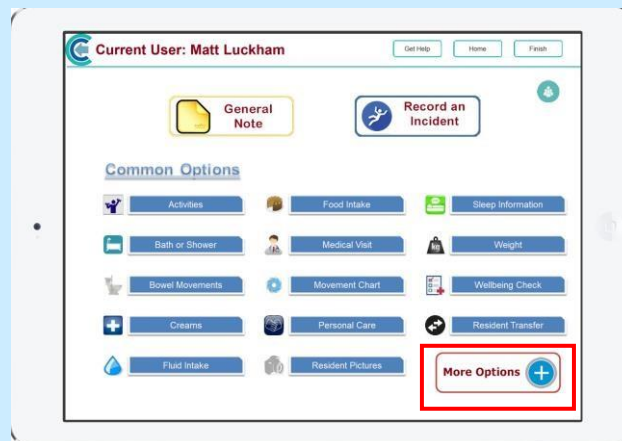
You can start a survey directly from **Care Control Mobile**.

You can start to record a new survey through this process: -

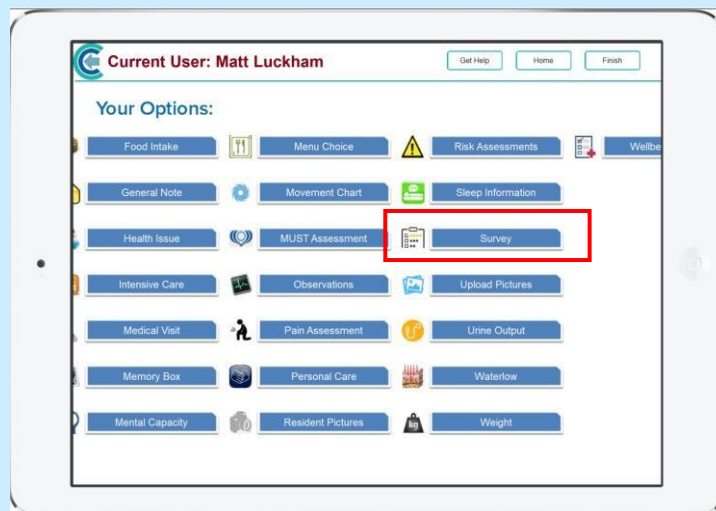
1. Sign into **CC Mobile**
2. Select **Record Care Plan Information**



3. Select **More Options**



4. Scroll to the right and select **Survey**: -

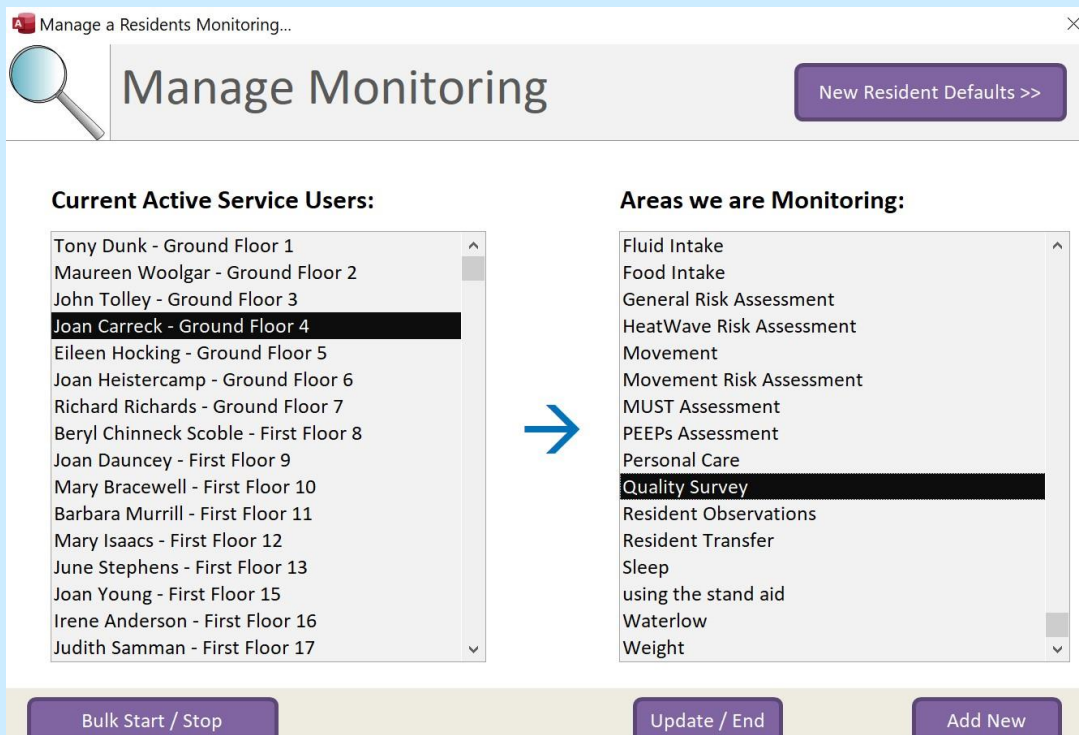


Using Monitoring with Surveys

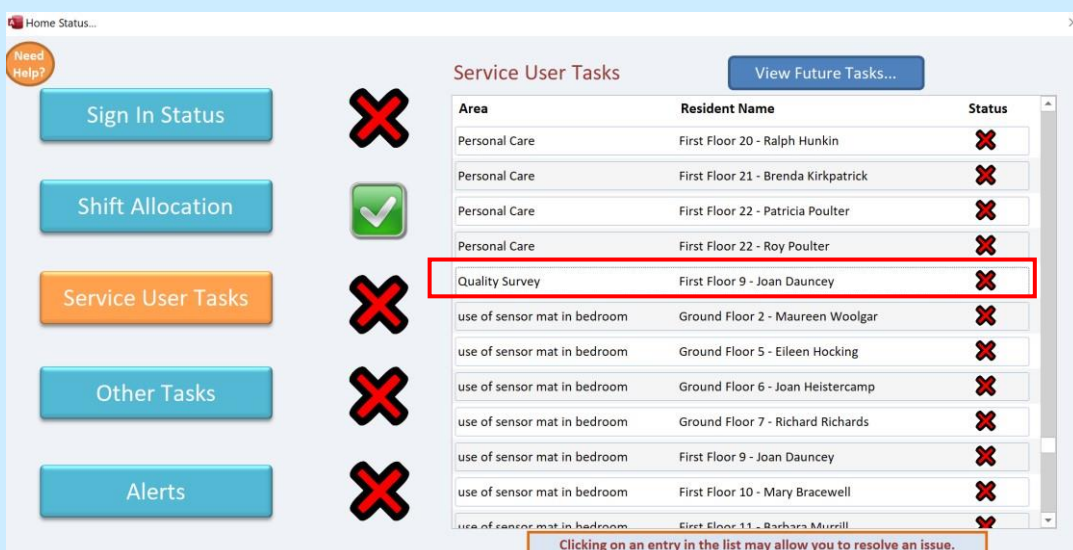
If you have service users who have capacity and from whom you would like to capture regular feedback, you can set up monitoring for the service user to remind you to complete monitoring on a regular basis.

You can do this through the normal **Manage Monitoring Screens:**

-

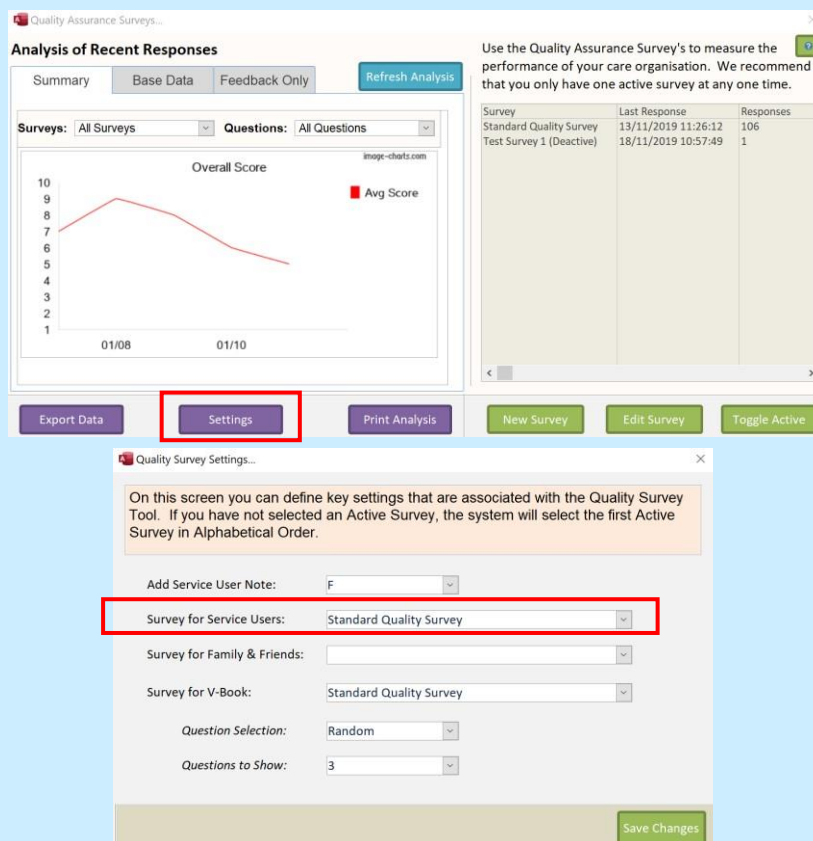


Once set up, any reminders to do surveys will appear on the **Home Status** screen as normal. Clicking a reminder within **CC Windows** will launch **Care Control Mobile** to complete the survey:



You need to tell your system which survey the service user will be completing if they are set up for monitoring. You do this by:

-



You need to select the **Survey for Service Users**.

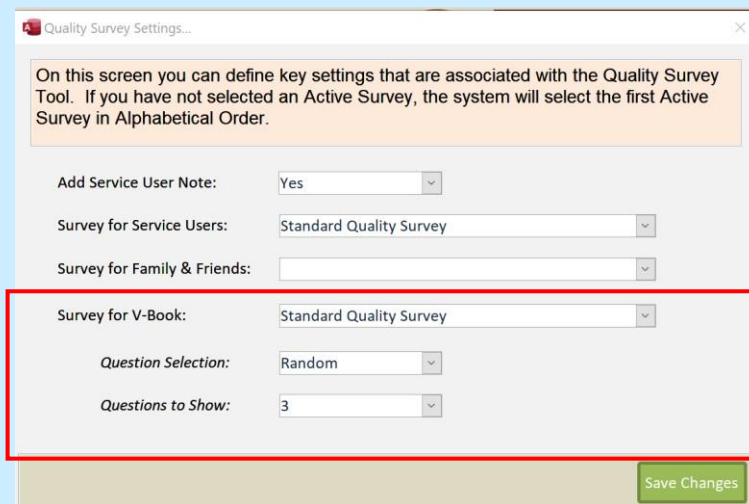
Note, only active surveys are selected. If you do not set this setting to an active survey, the system will select the first active survey for you.

Using V-Book with Surveys

If you are using **Care Control V-Book** (Visitor Book) you can attach a survey to the visitor book process. The system can be

configured to ask a number of questions from your surveys when the visitor signs out.

The settings for **V-Book** are also in the settings options for the **Survey Tool**: -



Quality Survey Settings...

On this screen you can define key settings that are associated with the Quality Survey Tool. If you have not selected an Active Survey, the system will select the first Active Survey in Alphabetical Order.

Add Service User Note: Yes

Survey for Service Users: Standard Quality Survey

Survey for Family & Friends:

Survey for V-Book: Standard Quality Survey

Question Selection: Random

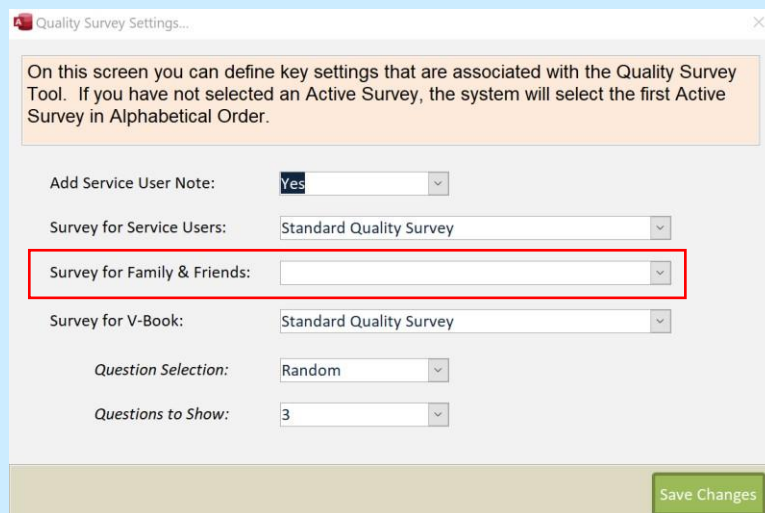
Questions to Show: 3

Save Changes

We recommend that you only ask a maximum of 3 questions when a visitor signs out. You can select that the question selection is **Random**.

Family and Friends Access

The new **Friends and Family** Dashboard can encourage surveys to be completed by **Friends & Family** when accessing information about **Service Users**.

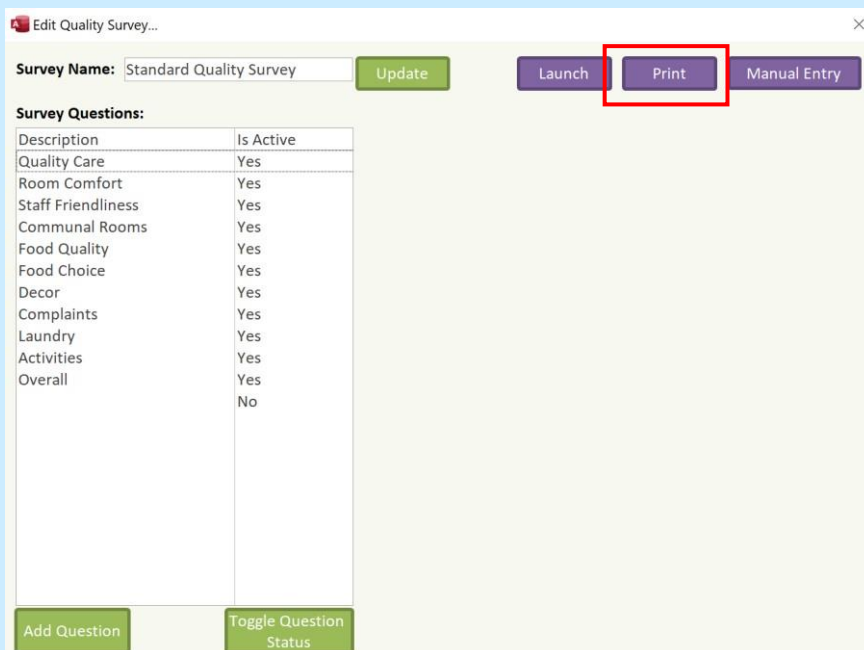


Paper Surveys and Manual Entry of Data

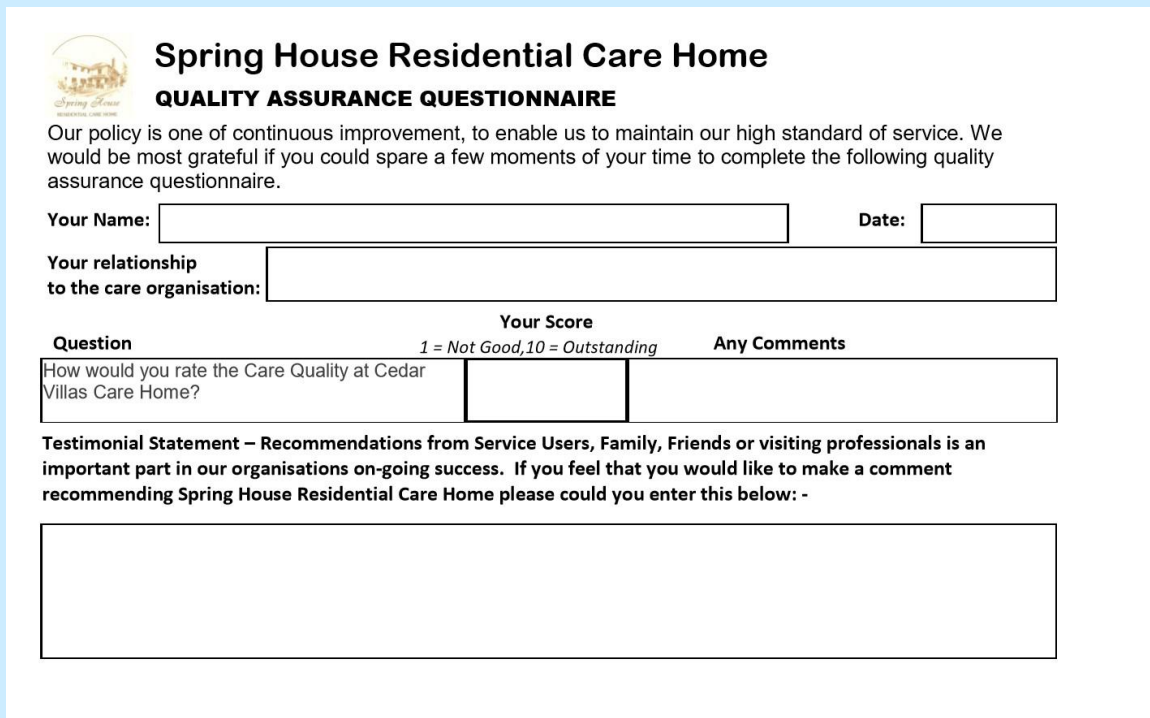
You can produce a paper survey and enter information manually if you prefer.

Produce a Paper Copy

You can produce a paper copy of your survey by editing your survey and selecting to **Print** it: -



This then creates a survey that you can print or save to PDF: -



Spring House Residential Care Home
QUALITY ASSURANCE QUESTIONNAIRE

Our policy is one of continuous improvement, to enable us to maintain our high standard of service. We would be most grateful if you could spare a few moments of your time to complete the following quality assurance questionnaire.

Your Name: Date:

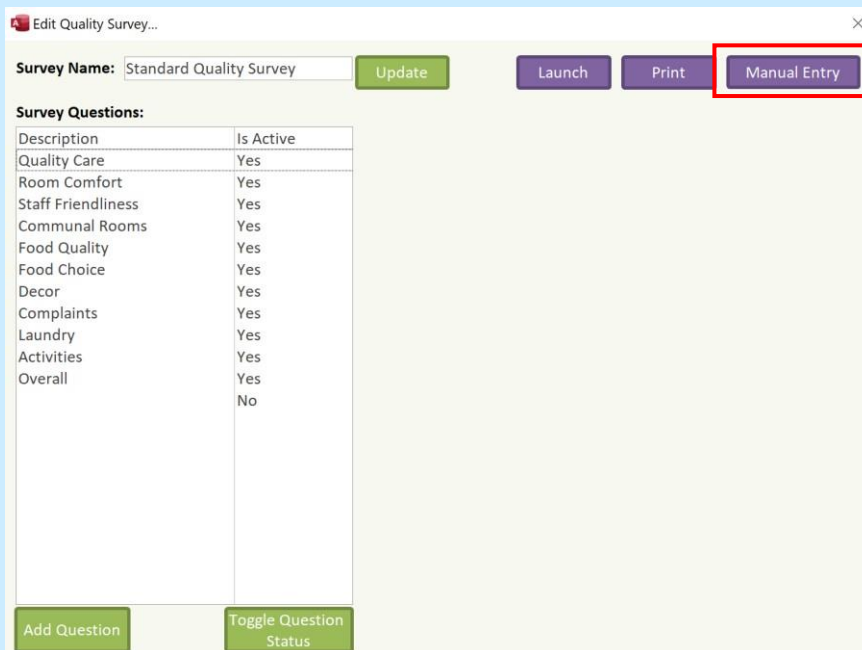
Your relationship to the care organisation:

Question	Your Score <i>1 = Not Good, 10 = Outstanding</i>	Any Comments
How would you rate the Care Quality at Cedar Villas Care Home?	<input type="text"/>	<input type="text"/>

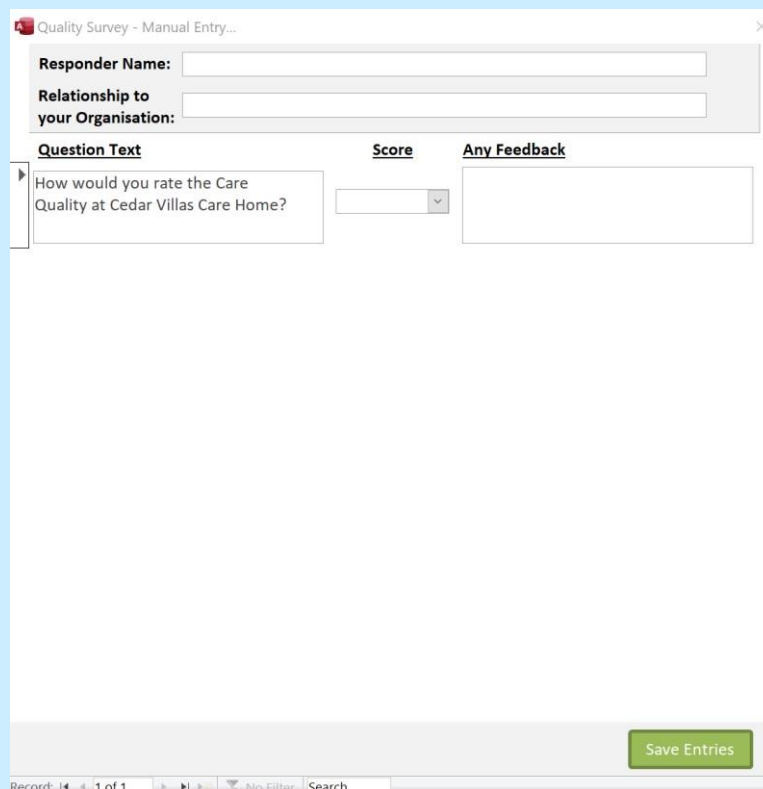
Testimonial Statement – Recommendations from Service Users, Family, Friends or visiting professionals is an important part in our organisations on-going success. If you feel that you would like to make a comment recommending Spring House Residential Care Home please could you enter this below: -

Manual Entry of Survey Data

Select the **Manual Entry** option on the **Edit Survey** screen: -



This will then load the **Manual Entry** screen: -



You can answer all questions for a particular survey on this screen and select **Save Entries** when done.

Analysing Results

When your survey tool loads you will see a chart displayed based on all survey results recorded in the past two years: -

The screenshot shows the 'Analysis of Recent Responses' window. It has three tabs: 'Summary', 'Base Data', and 'Feedback Only'. The 'Summary' tab is active. At the top, there are dropdown menus for 'Surveys: All Surveys' and 'Questions: All Questions', and a 'Refresh Analysis' button. Below this is a line chart titled 'Overall Score' with a y-axis from 1 to 10 and an x-axis with dates '01/08' and '01/10'. A red line represents the 'Avg Score', which starts at approximately 7, peaks at 9 in August, and then declines to about 5 by October. To the right of the chart is a table with the following data:

Survey	Last Response	Responses
Standard Quality Survey	13/11/2019 11:26:12	106
Test Survey 1 (Deactive)	18/11/2019 10:57:49	1

At the bottom of the window are several buttons: 'Export Data', 'Settings', 'Print Analysis', 'New Survey', 'Edit Survey', and 'Toggle Active'.

You can filter this chart by a specific survey or question. This analysis can be printed by selecting the **Print Analysis** button.

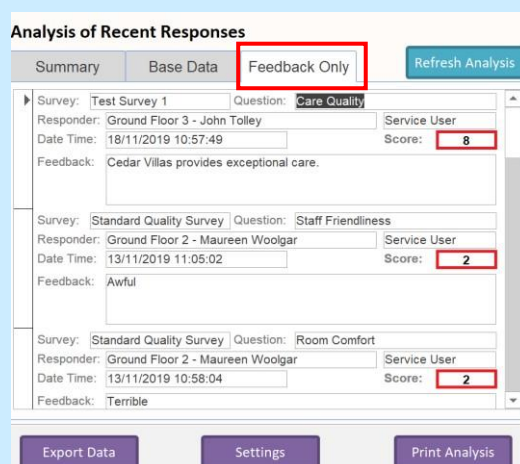
You can view the data inputted by using the **Base Data** tab: -

The screenshot shows the 'Base Data' tab selected. It displays a list of individual survey responses. The 'Test Survey 1' tab is highlighted in red. Each response entry includes the survey name, question, responder name, date time, score, and feedback. The scores for the three visible responses are 8, 3, and 3, with the scores '8' and '3' highlighted in red boxes. Each entry has an 'Exclude Response' button next to it. At the bottom are buttons for 'Export Data', 'Settings', and 'Print Analysis'.

This screen shows all the responses held on your system. If you want to exclude a specific response you can select the **Exclude Response** button.

Remember to select **Refresh Analysis** to update your graph if you **Exclude** any responses.

If you select the **Feedback Only** tab, you will only see responses where the **Responder** included some form of **Feedback**: -



Exporting Data

You may want to export your data, either for this site or for any other sites in your group and to do this you can use the **Export Data** button: -

The screenshot shows the 'Quality Assurance Surveys' interface. It features a main panel for 'Analysis of Recent Responses' with tabs for 'Summary', 'Base Data', and 'Feedback Only'. A 'Refresh Analysis' button is present. The main panel displays three survey entries with their respective scores: 'Care Quality' (8), 'Staff Friendliness' (2), and 'Room Comfort' (2). A right-hand panel provides a summary table of surveys and their response counts. At the bottom, a row of buttons includes 'Export Data' (highlighted with a red box), 'Settings', 'Print Analysis', 'New Survey', 'Edit Survey', and 'Toggle Active'.

Survey	Last Response	Responses
Standard Quality Survey	13/11/2019 11:26:12	106
Test Survey 1 (Deactive)	18/11/2019 10:57:49	1

This will load all of the analysis captured to date, including any **Excluded Responses:** -

Report Analysis...

Report Category: << All Categories >> Report Name: Quality Survey Raw Data Run Report

Description: This report extracts all of the data recorded for the Quality Survey Tool. Further Options Get Help

RecID	SurveyID	SurveyName	QuestionNu	ShortDescrip	QuestionTex	ResponseID	ResponderN	Position	Score	Feedback	anonymous
1	1	Standard Quali	1	Quality Care	How do you rat	1	Matt Luck	Friend or Relati	7	Spring House R	<input type="checkbox"/>
2	1	Standard Quali	1	Quality Care	How do you rat	2	Matt Luck	Friend or Relati	8	Spring House R	<input checked="" type="checkbox"/>
3	1	Standard Quali	1	Quality Care	How do you rat	3	Matt Luck	Friend or Relati	6		<input checked="" type="checkbox"/>
4	1	Standard Quali	1	Quality Care	How do you rat	4	Geoff Thomas	Doctor	9		<input checked="" type="checkbox"/>
5	1	Standard Quali	1	Quality Care	How do you rat	1002	Geoff Thomas	Doctor	8	Spring House R	<input checked="" type="checkbox"/>
6	1	Standard Quali	1	Quality Care	How do you rat	1003	Zoe Cole	Doctor	10	Spring House R	<input checked="" type="checkbox"/>
7	1	Standard Quali	1	Quality Care	How do you rat	1004	Geoff Thomas	Doctor	6		<input checked="" type="checkbox"/>
8	1	Standard Quali	1	Quality Care	How do you rat	1005	Geoff Thomas	Doctor	6		<input checked="" type="checkbox"/>
9	1	Standard Quali	1	Quality Care	How do you rat	2002	Matt Luck	Doctor	9	Spring House R	<input checked="" type="checkbox"/>
10	1	Standard Quali	1	Quality Care	How do you rat	2003	Ground Floor 3	Service User	8		<input checked="" type="checkbox"/>
11	1	Standard Quali	1	Quality Care	How do you rat	2014	Ground Floor 3	Service User	0		<input checked="" type="checkbox"/>
12	1	Standard Quali	1	Quality Care	How do you rat	2025	Ground Floor 2	Service User	8		<input checked="" type="checkbox"/>
13	1	Standard Quali	1	Quality Care	How do you rat	2027	Ground Floor 2	Service User	9		<input checked="" type="checkbox"/>
14	1	Standard Quali	1	Quality Care	How do you rat	2034	Ground Floor 2	Service User	8		<input checked="" type="checkbox"/>
15	1	Standard Quali	1	Quality Care	How do you rat	2036	Matt Luckham	Friend or Relati	7		<input checked="" type="checkbox"/>
16	1	Standard Quali	1	Quality Care	How do you rat	2039	dssdsfsd	sdfsdfsdf	0	0	<input type="checkbox"/>
17	1	Standard Quali	1	Quality Care	How do you rat	2050	sdsad	sadsad	3	0	<input type="checkbox"/>
18	1	Standard Quali	1	Quality Care	How do you rat	2061	test	dsdsadasdasd	7	Testing 1234	<input type="checkbox"/>
19	1	Standard Quali	1	Quality Care	How do you rat	2072	sdsadsa	asdsadsasda	9		<input type="checkbox"/>
20	1	Standard Quali	1	Quality Care	How do you rat	2083	Matt Lucky 123	Big D	7		<input type="checkbox"/>
21	1	Standard Quali	1	Quality Care	How do you rat	2094	Ground Floor 2	Service User	3	Very worried	<input checked="" type="checkbox"/>
22	1	Standard Quali	1	Quality Care	How do you rat	2097	Ground Floor 2	Service User	2		<input checked="" type="checkbox"/>
23	1	Standard Quali	1	Quality Care	How do you rat	2098	Ground Floor 3	Service User	3		<input checked="" type="checkbox"/>
24	1	Standard Quali	1	Quality Care	How do you rat	2099	Mrs Joan Carre	Service User	3		<input checked="" type="checkbox"/>
25	1	Standard Quali	2	Room Comfort	How do you rat	2004	Ground Floor 3	Service User	3		<input checked="" type="checkbox"/>
26	1	Standard Quali	2	Room Comfort	How do you rat	2015	Ground Floor 3	Service User	5		<input checked="" type="checkbox"/>

Record: 1 of 107 No Filter Search

You are not able to edit this report.