

Concentrating the focus on compliance at Nexus Direct

A Quality Compliance Systems case study

Background

Nexus Direct is a residential care company that was established in 1991. It prides itself on being a family run business that offers a personal approach to service users. The company concentrates on developing its services to establish a reputation as a Centre of Excellence in the provision of quality care.

The company's residential care services are distributed across three sites and cater for young adults from 16 up to older service users of 65. It is a highly specialised, providing 24 hour care services for those with learning disability and challenging behaviour. One home is dedicated to caring for those with profound needs.

With demand for care services increasing across the UK, the business is looking to step up. It is transposing its high quality care ethic and expanding its service offering into other areas. The business is currently preparing to offer supported living and domiciliary care services, a venture that may see it expand its operational horizon way beyond its base in Ashford, Kent.

The Challenge

Former Registered Manager and now compliance lead Karen Bond, oversaw the organisation's transition to the CQC's regulatory framework. "Under the CQC compliance hasn't really changed that much. It is essentially as it was, but it has been turned on its head and developed so that it is now service user led."

During her career Karen Bond has become highly familiar with the legislation and is proficient in creating policies and procedures from source documentation such as the Department of Health and CQC guidance. As an expert with over 20 years experience Karen Bond says, "Researching and writing a policy may still take me an hour. If I wasn't experienced in the complexities of compliance, not only would it take me considerably longer, I would not have the ability to understand the context."

Despite this experience Karen Bond also notes: "One of the downsides of creating compliance documentation from scratch is that you don't usually have a legal team sitting around to advise you on whether what you have written actually covers you."

With expansion plans into supported living and domiciliary care in the pipeline, Nexus needed to rethink its approach to compliance and put Karen Bond's skills and experience to better use. In order to eliminate the laborious task of compiling and maintaining compliance documentation, the business sought a compliance management solution.

Key Facts

Quality Care (EM) Ltd

- A family run care company established since 1991 in Ashford, Kent
- Concentrates on developing services to establish a reputation as a Centre of Excellence for Quality Care
- Expanding care services from residential into supported living and domiciliary care

The Challenges

- Expand services and rollout compliance across new operational areas of supported living and domiciliary care
- Free the compliance lead from researching, writing and maintaining policies and procedures
- Puts the skills and experience of the compliance lead to better use in being more effective in managing compliance across the organisation

The Solution

- Modular, printed reference manuals available off-the-shelf to all staff
- Computerised online system provides greater flexibility and instant updates
- Comprehensive library of policies and procedures
- QCS selected after exhaustive evaluation against competitor products

Key Results

- Successful use for residential care compliance has led to rollout for supported living and domiciliary care
- Frees compliance lead from researching, writing and maintaining policies and procedures
- Compliance lead more effective and able to better support compliance across the organisation
- User-friendly solution providing those with NVQ and QCF qualifications with an understanding of policies and procedures

The Solution

The QCS management system is a solution that is composed of two elements which puts compliance at the fingertips of registered managers and care workers. Firstly, the printed version is presented as a modular set of ring bound volumes. As a printed resource, this provides off-the-shelf reference to any policy or procedure that a member of staff requires. This is updated by registered managers when updates are distributed by QCS.

The second part of the system is computerised and web-based, providing all the content of the printed version and more. This is in effect an online library of policies and procedures and it may be accessed by users that authenticate with username and passwords. Logons are set up by those with administrative privileges such as registered managers. The online version is instantly updated by QCS compliance experts as soon as new or revised policies are issued in response to changes to legislation, guidance or best practice.

Karen Bond selected the QCS compliance management system as the solution most appropriate for the needs of Nexus. She says, "I did my homework thoroughly and looked at a lot of systems before selecting QCS. I approached each system by asking myself: If I knew nothing, would I get an understanding from this?"

"Some systems are not straightforwardly written. There was a tendency to use over-complicated language. You would need to be degree qualified to understand them and this is an unrealistic expectation. Others just didn't go into enough depth or were long-winded and took too many steps".

The Results

Nexus has used the QCS management system as the tool to manage compliance for residential care services since January 2012 and is currently rolling the system out to manage compliance for supported living and domiciliary care services.

Generally speaking, QCS is more appealing to organisations that lack the in-house resources and expertise to manage compliance. However, this is not the case at Nexus where a compliance expert is permanently available. At Nexus, the QCS system frees Karen Bond from the business of writing and researching policy and puts her experience of compliance to better use.

"At one end of the spectrum I am able to make sure that new staff are correctly inducted, introduced to processes and brought up to speed by registered managers. At the other end I am able to keep the management team on top of changes. I have the time to decide how best to disseminate change so that the rights of users and staff as well as the interests of the company are all looked after," says Karen Bond.

She continues: "I want my team to understand policies and procedures and one of the big things for me is that QCS makes compliance user-friendly. It uses plain language. It takes compliance away from legislative gobbledegook. I don't expect staff to know the law, I expect what I give them to relate to the law and be correct and easy to understand. The beauty of QCS is that I can give this to staff with an NVQ1 or 2 or a QCF and very few would come back saying: I don't get it," says Karen Bond.

User-friendly does not mean that compliance with QCS is 'dumbed-down'. Karen Bond says, "I know the team at QCS are compliance experts and that

- Frequently updated and gap free in terms of content and from the legal perspective
- Feedback on inconsistencies incorporated to improve the system if appropriate

About QCS

Quality Compliance Systems (QCS) offers a unique approach to CQC Compliance with an online and paper based service specifically tailored to the individual needs of your organisation.

Whether you are an established Care Provider, Dental Practice, GP Surgery or a start-up organisation, our service is provided with the aim of ensuring that all aspects of compliance are being attended to.

Our industry experts continually update existing policies and procedures, whilst introducing new ones in response to the latest changes issued by the **Care Quality Commission** (England) and the **SCSWIS** (Scotland).

Read the reviews

<http://www.trustpilot.co.uk/review/ukqcs.co.uk>

Try QCS with a FREE trial

Find out more or enjoy a **FREE** trial of our CQC management system to see how QCS can help you save time, stay compliant and improve standards:

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there are no gaps, either from the legal perspective or in the content. Other systems I looked at contained gaps - they did not take in all the areas of care that I needed to cover.”

The system is frequently updated. One recent update recognised the merger of the Criminal Records Bureau (CRB) with the Independent Safeguarding Authority (ISA) to form the Disclosure and Barring Service (DBS). “This goes into quite a few areas of compliance. Within the QCS system I know that all references were revised accordingly and any policy or procedural changes resulting from the creation of the DBS were incorporated as required,” says Karen Bond.

As an expert, Karen Bond is quick to pick up any inconsistencies in the system. She feeds these back to the QCS team helping to improve the system for the benefit of all users. “QCS listens to what I have to say and tries to incorporate any suggestions that are appropriate for improving the system,” Karen Bond says.

