



Technology to facilitate regional collaboration leads to increased efficiency and quality in social care delivery



Problem:

Reduced resources and increased demand has put social care services under huge pressure. Local Authorities in the **ADASS East Region** came together to achieve:

- a common regional approach that delivered efficiencies & consistency in care provider engagement with a mantra to 'do once not 11 times'
- a regional solution that maximised the use of intelligence about the care market and provided:
- Real-time market insight and analysis at the push of a button with reporting on: cost, volume, quality and value for money
- effective risk management – with early warning of suppliers in possible difficulty
- compliance with responsibilities under the Care Act 2014
- measurable improvements in provider quality and evidence of interventions
- strong partners, with expertise within health & social care and ability to delivery secure, scalable solutions.

Solution:

PAMMS (Provider Assessment and Market Management Solution) was developed by HAS Technology with ADASS East to overcome all these problems. PAMMS replaces manual monitoring systems and enables market intelligence, quality and financial data to be brought together in one real-time solution. Modules are now available on a mix and match basis.



Benefits to Local Authorities & CCG's include:

- share care market quality that compliments the CQC's inspection regime
- supports local, sub-regional, regional & national collaboration
- more joined-up approach between health & social care systems
- reduces the impacts of provider failure
- demonstrates the impact of interventions
- reduces the burden of multiple QA assessments & action plans
- increases capacity within the QA team – ADASS East region increased capacity by 50%, allowing the team to focus on care quality
- significant financial savings through increased efficiency and removing duplication - £1m saving in the ADASS East region in year 1
- quality assure all regulated and non-regulated services – 10% year on year improvement in CQC ratings in the East Region, bucking the national trend.

Benefits to providers of health & social care includes:

- improve care service quality
- improve quality ratings – Luton experienced 20% outcome domain improvements
- peer benchmarking
- on-line platform for assessment feedback and co-produced action planning – makes the assessment a genuine 2 way process
- reduces the need for multi-agency assessments
- evidences service improvements – and allows best practice to be shared

"PAMMS is helping us produce 'real time' data on trends, deliver genuine benchmarking as well as monitor our services more effectively in the support of better commissioning and market oversight."

Guy Pettengell, ADASS East

"PAMMS has allowed us to manage our time effectively for report writing as we can enter our evidence straight onto the system during the visit. This means report writing back at the office is reduced, and allows our officer to schedule and complete more visits over a period of time to meet team targets."

Thurrock Council

"PAMMS delivers a new level of performance transparency and allows risks to be identified earlier to reduce Provider failure."

Hertfordshire County Council

"PAMMS has allowed us to drill down into key themes and trends which affect the quality of care which in turn has led to a stronger collaborative relationship with system partners such as CCG's to proactively support our care providers to address areas that require improvement."

Essex County Council

To find out more about how PAMMS can help to improve your care quality:
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