

## Provider Returns

## Provider Assessment & Market Management Solutions (PAMMS)

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## Lancashire Region



# Agenda

- **Introduction**
- **Provider Returns**
- **Quality Assessment Solutions (PAMMS)**
- **Domains and Standards**
- **Overview of provider portal and action planning process**

# 'Provider Portal Account Created' Email emails sent from admin@pamms.org.uk



TRAINING SERVER

A new user account has been set up for you by Training Council Council, on the PAMMS (Provider Assessment and Market Management Solution) system, within the ADASS TRAINING SERVER region.

Please [click here](#) to set your password.

Please note that passwords must satisfy the following minimum requirements 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 groups: upper case letters (A - Z), lower case letters (a - z), numbers (0 - 9) and special characters (e.g. !, ?, \* etc)

When changing a password, the new value must be different from the previous four passwords.

This account allows you to:

- Work with the Assessor following an assessment to develop an action plan to address any issues found during the assessment, and to track your progress against the plan as you complete the agreed actions.
- Access and submit any data returns that you may be asked to complete, either by the council or the region.

To log In to your Portal, got to this website: <https://pammstraining.org/adassportal> and click the Log In button in the top right-hand corner of the screen and enter your Username (this is your email address) and the password that you have previously set. Help and Guidance on how to use the Portal is available after you Log In.

## Provider Returns

When a new Provider Return campaign is due, an email will be sent from admin@pamms.org.uk. The email will provide content on how to Download and view the form.

The form will also be posted on the Provider Returns section of the Provider Portal, in the Active Submissions area. You can complete the Provider Return from the Download link in the email or by selecting the View Submission link within the Provider Portal.

Test Form 1 [link](#)

admin@pamms.org.uk  
to me

Wed, 30 Oct, 14:01 (23 hours ago)



Home Assessments **Provider Returns** Documents

Logged in as charityburbage191@gmail.com (Provider) [Log Out](#)

**PAMMS**  
INTELLIGENT CARE

TRAINING SERVER

Training

**Provider Returns**

[Active Submissions](#) Previous Submissions

Provider  
Professional Home Care Limited - Caremark (West Oxfordshire & Cherwell)

Form	Campaign	Published Date	Closure Date	Status
East Region - Accommodation Services (Test)	East Daily Accommodation Service - Q4 2019 - 13/01/2020	13/01/2020	14/01/2020	Not Submitted <a href="#">View Submission</a>

# Provider Returns

When completing the Provider Return any information entered will be retained as long as it is opened from the same location. It is recommend to complete the form using the email link (or a local copy saved on a device) or, using the Provider Portal.

Fire

1.11. Inspection Completed?  Yes  No

1.11(a) Recommendations  
None

1.11(b) Target Completion Date:

Environmental Health

1.12. Inspection Completed?  Yes  No

1.12(a) Recommendations  
None

1.12(b) Target Completion Date:

Staffing

1.13. Vacant hours by staff type

1.13(a) Reason  
Replace member of staff who has left and to cover additional contractual requirements.

1.14. Number of joiners in period

1.15. Number of leavers in period

1.16. Has the registered manager changed during this period?  
 Yes  No

1.16(a) If the answer to question "1.16" was "Yes" please provide details

[Previous](#) [Next](#) [Print](#)

Select **Submit** when you have completed the provider return.

**Step 6**  
Electronic Call Monitoring

**East Region ADASS | Periodic Data Returns**  
Electronic Call Monitoring

4.1. Number of complete visits recorded electronically (both in and out) in the past N months

4.2. Percentage of visits completed against commissioned visits

4.3. Number of manual changes / exceptions for home based care in the past N months

4.4. Number of visits where less than the number of care workers commissioned have provided care in the past N months

4.5. Number of visits in the past N months that were missed and no care was provided

[Previous](#) [Submit](#) [Print](#)

## Provider Returns

A confirmation will be displayed to say that the Provider Return has been submitted successfully. In the Provider Portal the status of the form will change to Submitted. Previous form submission can be seen by selecting View Submitted within the Provider Portal.

The screenshot shows a web browser window with the PAMMS Provider Portal. On the left, a confirmation message reads: "Thank you for completing your Return, which has been received. You may now close this window." Below this is a disclaimer: "This service and email has been provided by our PAMMS contracted partner HAS Technology Group. We recommend you add admin@pamms.org.uk to your safe sender list. Please do not reply to this email address as it is not monitored".

The main portal interface includes a navigation bar with "Home", "Assessments", "Provider Returns", and "Documents". The user is logged in as "charlybourbage191@gmail.com (Provider)" and can click "Log Out". The PAMMS logo "PAMMS INTELLIGENT CARE" and "PAMMS Test Server" are also visible.

The "Provider Returns" section has two tabs: "Active Submissions" and "Previous Submissions". A dropdown menu for "Provider" is set to "Professional Home Care Limited - Caremark (West Oxfordshire & Cherwell)".

Form	Campaign	Published Date	Closure Date	Status	
Test Form 1	Test Form 1 - 31/10/2019 14:00:00	31/10/2019	31/10/2019	Submitted	<a href="#">View Submission</a>

## Documents

Documents can be added to support the Provider Return in the Provider Portal. When uploading documents, select the file and enter a description. There is an option to select an expiry date (this will trigger an email reminder that the document is due to expire). Any documents uploaded will only be visible to staff within the organisation who have an account to login to the Provider Portal and the Local Authority assessment team.

Home Assessments Provider Returns Documents Logged in as charityburbage191@gmail.com (Provider) Log Out

**PAMMS**  
INTELLIGENT CARE

PAMMS Test Server

### Documents

Provider: Professional Home Care Limited - Caremark (West Oxfordshire & Cherwell) Upload Document

File	Description	Date Uploaded	Expiry Date	Status	
Induction Procedure.txt	Induction Procedure	04/11/2019	01/11/2020	Active	<a href="#">View</a> <a href="#">Remove</a>

### Documents

Provider: Professional Home Care Limited - Caremark (West Oxfordshire & Cherwell) Upload Document

#### Upload Details

File:

Description:

Expiry:

If an expiry date is entered, you will be reminded to replace the file before it expires.

## PAMMS Quality Assurance – Assessment Methodology adopted by 60+ Localities in England

<b>Domain 1</b>  <b>Involvement &amp; Information</b>	<b>Domain 2</b>  <b>Personalised Care &amp; Support</b>	<b>Domain 3</b>  <b>Safeguarding &amp; Safety</b>	<b>Domain 4</b>  <b>Suitability of Staffing</b>	<b>Domain 5</b>  <b>Leadership &amp; Quality of Management</b>
1. Respecting & Involving Service Users	3. Care & Welfare of Service Users	6. Safeguarding People who use the Service from Abuse	11. Requirements Relating to Staff	14. Assessing & Monitoring the Quality of Service Provision
2. Consent	4. Meeting Nutritional Needs	7. Cleanliness & Infection Control	12. Suitability of Staffing	15. Complaints
	5. Co-operating with other Providers	8. Management of Medicines	13. Supporting Staff	16. Records
		9. Safety & Suitability of Premises		
		10. Safety, Availability & Suitability of Equipment		



## PAMMS Quality Assurance – Assessment Methodology adopted by 60+ Localities in England

**There are six sections in which to assess the provider's quality – Standards are assessed in all appropriate areas in order to 'Triangulate' the evidence:**

1. Assessment, Care Planning & Reviews
2. Service User's Experience
3. Care Worker Knowledge & Understanding
4. Staff Training & Recruitment
5. Environment, Equipment & General Safety
6. Leadership, Quality Assurance & Management

### Our Assessment Criteria

★★★★★ **Excellent**

The service is performing exceptionally well and in certain key areas is exceeding the regional standards.

★★★★☆ **Good**

The service is performing well and is meeting the regional standards.

★★★☆☆ **Requires Improvement**

The service isn't performing as well as it should and has failed to meet the regional standards in some key areas.

★☆☆☆☆ **Poor**

The service is performing poorly and has failed to meet the regional standards in a number of key areas.

# PAMMS QA: Overview of steps for a provider

Assessor enters provider Contact details added to register

- Provider receives email confirming a **provider portal account** has been created.
- Provider creates a password to log into the portal.
- User name is email address



Assessor completes draft assessment and submits to provider

- Provider receives "**Assessment Complete**" email containing draft assessment for comment
- 14 day period can be extended by Assessor
- Report published by system if no comments are received

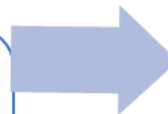


Assessor reviews provider comments. Amendments may be made before final assessment is submitted

- Provider receives "**New Assessment Available**" email
- Assessment is available in provider portal.
- Provider can log in to review full report.
- Domain and Standard rating are visible

If assessment identifies areas for improvement...

- Provider creates **draft action plan** in portal
- An action must be identified for each area of improvement
- Provider **submits draft action plan** for approval



Assessor review draft action plan. Amendments may be made before approval

- Provider receives "**Action Plan Ready**" email following approval
- Action plan moves to "**in progress**"
- Provider logs into portal periodically to update action(s) /upload attachments /mark actions as complete.



Assessor approves completed actions or adds comments

- Provider submits action plan for assessor approval when final action in complete
- Report entry updated in portal to confirm actions have been carried out



Since the assessment was carried out, the Provider has agreed an action plan with the Assessor to put in place remedial actions to address non-compliances identified during the assessment. These actions have all been carried out to the satisfaction of the Assessor.

## “Draft Assessment Complete” email



**\$regionName\$**

Following the \$TemplateName\$ assessment carried out at \$assessmentLocation\$ on \$assessmentDate\$ the Assessor has completed their draft assessment report. This report is attached for your review.

To provide comments on the assessment report:

1. Save the attached file to your computer
2. Open the file and click on the Provider Comments option in the menu.
3. Type your comments in the area provided. When completing your comments, please ensure that you reference the individual question number you are commenting on for each comment you make.
4. Click the Submit button.

On submission the draft assessment report will be returned to the Assessor with your comments. The Assessor will review your comments and where appropriate may make amendments to the report before it is finalised and published.

You have \$commentsPeriod\$ days to provide any comments that you wish to bring to the attention of the Assessor before the report is automatically finalised and published.

## "New Assessment Available" email



\$regionName\$

The assessment report for the \$assessmentName\$ assessment that was completed on \$assessmentDate\$ for \$assessmentLocation\$ has been completed and published to the PAMMS Provider Portal by \$councilName\$.

You are already registered on the PAMMS Provider Portal so please follow this link [\\$portalURL\\$](#) and log in, to review the published report and to work with the Assessor to develop an action plan to address any issues found during the assessment, and to track your progress against the plan as you complete the agreed actions.

- Your login Username is your email address
- You were previously asked to set a password, however if you cannot remember your password then follow the Forgot Password option on the Log In screen.

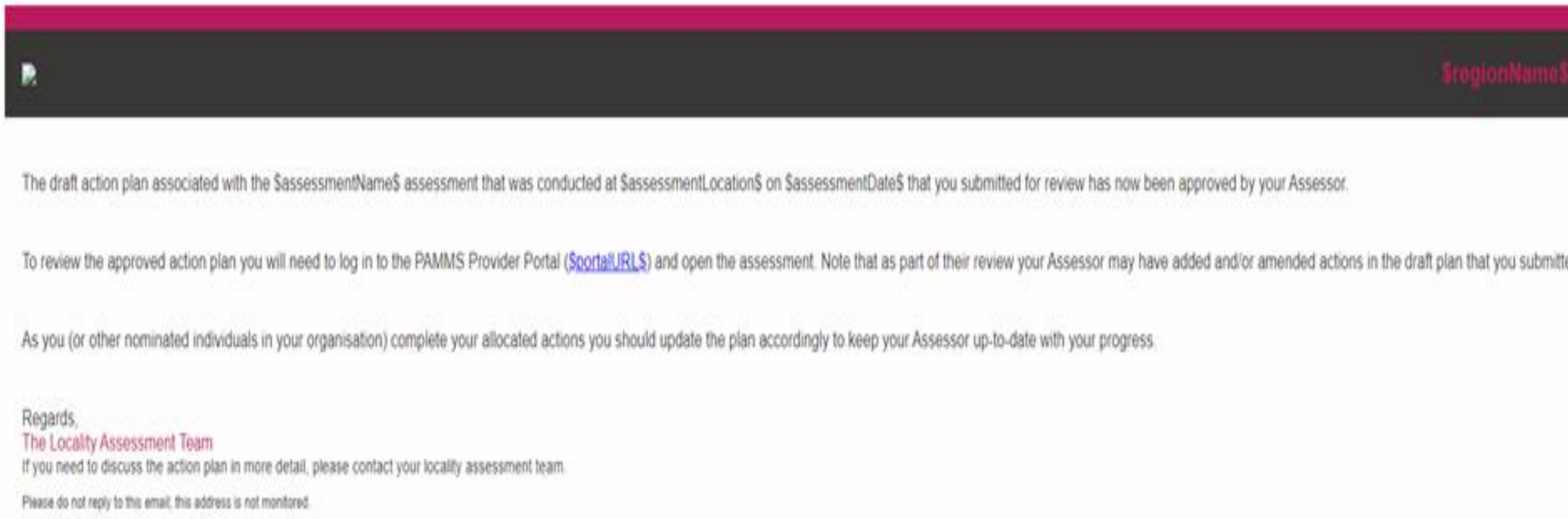
Note that it may take up to two hours from the time you receive this email for the assessment to appear in the Portal.

Regards,  
The Locality Assessment Team

If you need support in creating your action plan, please contact your locality assessment team

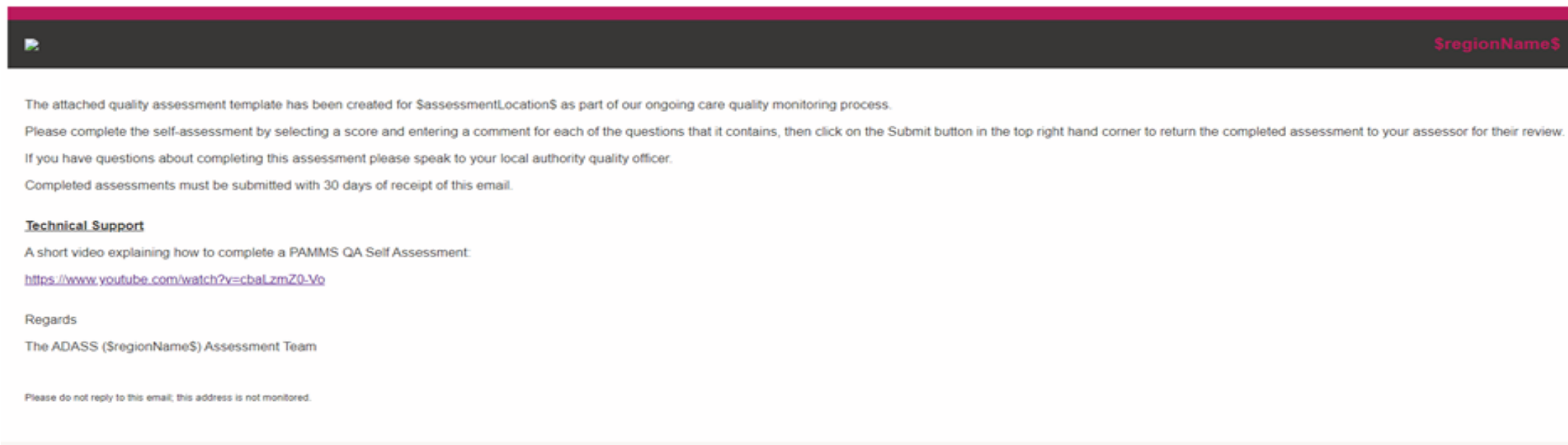
Please do not reply to this email, this address is not monitored.

## "Action plan Approved" email



## "Self-Assessment" Email

Providers may receive the email below containing an assessment template to complete. This is the self-assessment process. Once the template has been completed it is submitted to the Assessor for initial review. Thereafter the workflow is the same as for on-site assessment



<https://www.youtube.com/watch?v=cbaLzmZ0-Vo>