

Appendix C - Provider assessment and market management solution (PAMMS) tool Quick reference guide

1. What is provider assessment and market management solution (PAMMS) tool

The 'provider assessment and market management solution' (PAMMS), is an online assessment tool, designed to support the improvements required for high quality care provision delivered by providers of adult's social services as part of a Liverpool City Region pilot

2. What is included in the PAMMS measurement?

- There are five domains which cover
 1. Involvement and information
 2. Personalised care and support
 3. Safeguarding and safety
 4. Suitability of staffing
 5. Quality of management

- There are 16 standards assessed in total which cover: -
 1. Respecting and involving people supported
 2. Consent
 3. Care and welfare of people supported
 4. Meeting nutritional needs
 5. Co-operating with other providers
 6. Safeguarding people who use the service from abuse
 7. Cleanliness and infection control
 8. Management of medicines
 9. Safety and suitability of premises
 10. Safety, availability, and suitability of equipment
 11. Requirements relating to staff recruitment
 12. Staffing and staff deployment
 13. Staff support
 14. Assessing and monitoring the quality-of-service provision
 15. Using information and dealing with complaints
 16. Records

3. Audit outcome and report

The quality ratings will be agreed at the time of the assessment with the provider and the Assessment submitted via PAMMS on site with the provider. This will need to include any actions, concerns, or risks that require an immediate response. The draft report gives indicative ratings against the assessed standards. The PAMMS system weights the information submitted to give an overall rating.

4 Summary report

The summary report includes ratings against the core areas, standards, and an overall rating. All standards will receive one of the following gradings:

- Excellent
- Good
- Requires Improvement
- Poor

5 Comments within the standards can be added by the assessor detailing why this grading has been applied. Any comments added will be added in full agreement with the provider. If a question is 'not assessed', it will usually be due to the standard is not applicable at the care setting. Any provider that has standards that are identified as 'needing improvement' will need to submit an action plan to identify how, when and by who, these improvements will be made. The implementation of any action plan will be monitored and reviewed at subsequent PAMMS assessment visits.

6 Once approved, a final summary report will be published on the PAMMS provider portal. Currently, the ratings are only visible to providers, however this can be altered in the future, to allow for a public view to be available

The screenshot displays the PAMMS Provider Portal interface. At the top, there is a navigation bar with the PAMMS logo and 'INTELLIGENT CARE' text. A search bar is located below the navigation bar. A prominent banner indicates '2,089 Assessments are Available to View' and prompts users to use the search facility. The main content area is divided into two columns. The left column lists three assessment entries, each with a title, address, completion and publication dates, an overall rating (represented by stars), and a 'View Summary' button. The right column contains a 'Welcome to the PAMMS Provider Portal' message, a brief description of the framework, and a section titled 'Our Assessment Criteria' which defines three rating levels: Excellent (5 stars), Good (4 stars), and Requires Improvement (3 stars).

2,089 Assessments are Available to View
Use the search facility above to find reports in your area

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ADASS EAST Community Services (OP) for My Homecare Redbridge
My Homecare Redbridge, Broadway Chambers, First Floor, 1 Cranbrook Road, Ilford
G20B 47B 6703
Assessment Completed 26/05/2021
Assessment Published 24/06/2021
Overall Rating: 3 stars (REQUIRES IMPROVEMENT)
View Summary

ADASS EAST Accommodation Services (OP) for Edwardian Care Home
Edwardian Care Home, 168 Biscot Road, Luton, East
01582 705100
Assessment Completed 26/05/2021
Assessment Published 10/06/2021
Overall Rating: 4 stars (GOOD)
View Summary

ADASS EAST Accommodation Services (OP) for Umika Lodge Care Home
Overall Rating: 3 stars (REQUIRES IMPROVEMENT)

Welcome to the PAMMS Provider Portal
This website forms part of the Regional Quality Monitoring Framework (QMF) and has been designed to support local authorities in monitoring and assessing the overall outcomes experienced by service users. It measures the delivery against the regional standards by gathering evidence across a wide range of sources.

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.