

Quality of Care Review/Care Assurance Visit: Establish the Scope/Commission

Establish the Scope/Commission of a QoC Review

This template has been completed to provide a practical example of using the tool/template in practice.

The information used within the template is based on a theoretical scenario. All data provided is mock data, no patient or Board identifiable information has been used.

You may also wish to view the QoC review guidance videos created to help get the most out of the Guidance, tools and templates.



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Guidance to completing the Scope/Commission of a QoC Review

See QoC Review Guidance for full details

- Consider the complexity and scope of the review to identify key participants and their responsibilities
- Consider which of the elements of the EiC Framework are most appropriate to inform the questions being asked within the QoC Review, the best way to gather the required information and how this will be triangulated
- It is not essential to use all of the elements, professional judgement and the scope of the QoC Review will determine which elements to use
- Be curious - consider the benefits of combining elements from different sections of the EiC Framework to develop a new understanding of service
- Consider how well you know your system? Record the understanding of those involved in the review on a Likert scale pre and post review
- Note that some areas of practice will impact a number of different elements of the EiC Framework at the same time
- Consider the format of the feedback, when it is required and creation/ownership of any action plan, what is appropriate to share with the clinical area



Quality of Care Review/Care Assurance Visit: Establish the Scope/Commission

Executive Sponsor: Director of Nursing

Lead Reviewer: Lead Nurse

Reason for QoC Review

Currently not meeting the contact visits set out by the Universal Health Visiting Pathway

What are you seeking to understand?

- Is there a more efficient and effective way of working?
- What is achievable with the current workforce?
- What is the current skill mix?

Barriers

- Financial constraints- within current workforce and future ability to recruit and retain
- Loss of HV role
- Staff attitudes, feeling undervalued

Enablers

- Communication, collective involvement in the process
- Existing skills and knowledge

Governance/Reporting

Consider

- HV to Lead nurse
- Clinical and Care Governance meetings
- Implementation plan/reporting expectations
- Workforce Tools
- EiC Elements, Workforce, Staff Wellbeing

Quality of Care / Care Assurance Visit Team:

Consider who is involved, what support is needed for each Stage of the QoC Review Process and what their responsibilities are.

Who is involved	Role and Responsibility
Health Visitors	Gather the data in relation to workforce tool runs and visits pattern
HR	Support workforce changes
Staff Support	Help communicate changes, supporting equality and diversity
Team Lead	Reviewing and reporting
Support Staff	Ensure completion of visit
Admin support	Completion of training

QoC Review Process: Timeline

Stage	Outcome/Milestone	Start Date	End Date
1. Scope	Agreed scope/commission	25/03/25	26/03/25
2. Data	Data sources identified and reviewed	25/03/25	08/04/25
3. Visit	Visit to clinical area/service	25/04/25	30/04/25
4. Triangulation	Themes from gathered data	05/05/25	
5. Draft Report	Report: Qualitative and Quantitative data	12/05/25	
6. Feedback	Initial feedback	02/06/25	
7. Governance	Final report	01/07/25	