

Meet the Group...



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Joint Quality Improvement Information Booklet

NHS Trafford CCG and Trafford Council Commissioners have developed a Joint Quality Improvement (JQI) approach to ensure that Nursing Home, Residential Home, and Homecare provision in Trafford is the best it can be.





Who we are

The JQI process is overseen by the JQI Group who meet to discuss, consider and agree recommended actions to enable the support services to meet Care Quality Commission (CQC) standards and provide quality support to people living in Trafford.

This forum includes representatives from:

- NHS Trafford CCG
- Trafford Metropolitan Borough Council
- Care Quality Commission
- Healthwatch Trafford

The JQI Group analyses all the relevant intelligence including quality self-assessments, observations, safeguarding alerts, specialist practitioner concerns and compliments, social work concerns and compliments, infection control assessments, complaints and service user feedback in consider and agree the areas which require support and identify good practice.

The Group also has the responsibility to:

- Consider concerns for escalation and immediate action
- Share intelligence regarding contractual, management and registrations
- Analyse thematic or systematic issues to focus additional support based on the information available
- Decide whether a Service Improvement Plan (SIP) should be implemented
- Decide whether placement suspension is required
- Provide CQC with data and monitoring information



What we do

- The JQI virtual team is a combination of commissioners and healthcare professionals who support the services to complete a quality monitoring tool (i-Tool)
- The i-Tool is populated by the provider and audited and verified, in partnership with the provider, by the linked JQI Group members
- The JQI process offers guidance, advice and support regarding the areas for improvement within the service
- The process will identify good practice and recommendations and actions to improve the quality measures expected
- The JQI Group will agree timescales for completion
- The JQI Group will signpost to support services
- The JQI Group will step-up or step-down support visits in-line with any identified needs
- It remains the responsibility of the providers registered manager to attain the level of quality expected to meet a 'good' CQC rating.
- Safeguarding is an integral part of the JQI group and works within the remit of the Care Act 2014.