

How to complete the Provider Quality Assurance Statement (PQAS)

1. Download the relevant PQAS file here:
https://www.birmingham.gov.uk/downloads/download/2012/quality_inspections_and_provider_quality_assurance_statements_pqas and save it somewhere convenient on your computer.
2. Open the PQAS file
3. If you see a message 'Macros have been disabled' click 'Enable content'

3

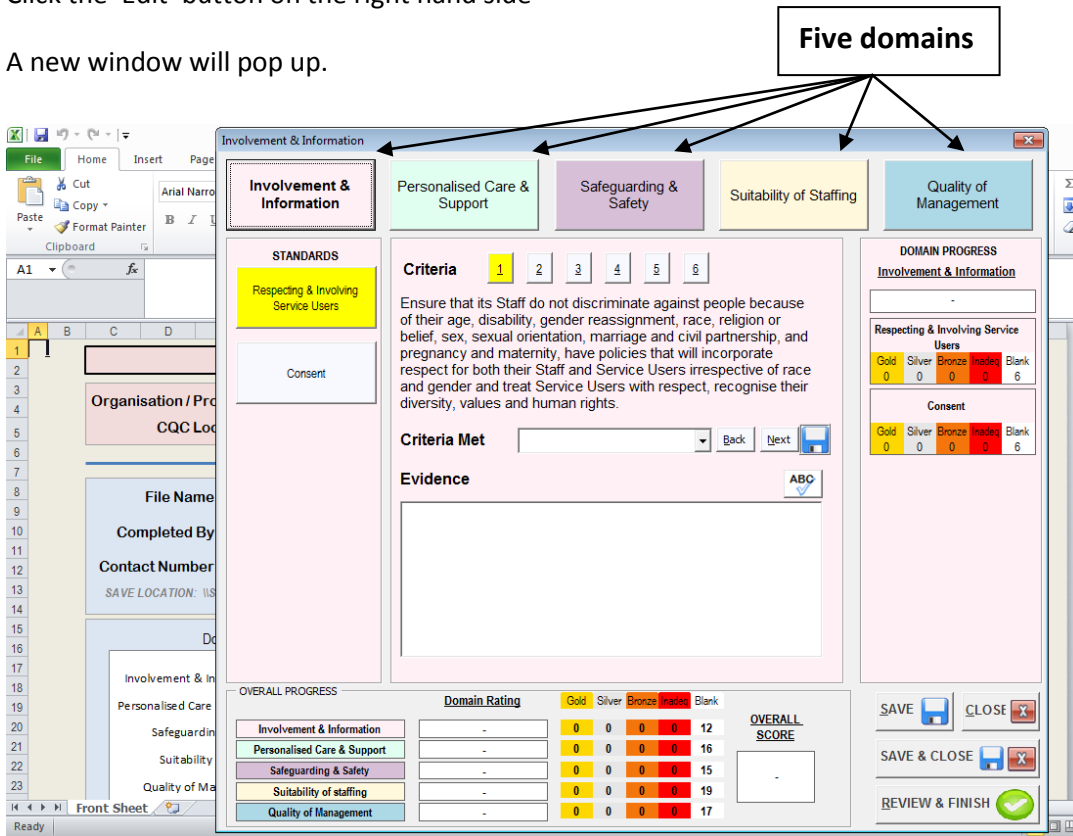
4

Domain Rating	Criteria - Completion and Rating by Domain	% Evidence Completed
Involvement & Information	12	0%
Personalised Care & Support	16	0%
Safeguarding & Safety	15	0%
Suitability of Staffing	19	0%

4. Click 'New Form' button & Click 'OK'
5. Give your new form a name & choose a save location (you can give it any name you choose for now – the final version will be named automatically by the tool with your CQC ID as an identifier)
6. You will now have a new blank form apart from the file name you have chosen
7. Complete the boxes at the top 'Organisation/Provider name' and 'CQC Location Name' – the former is the name of the organisation or person who owns the service, the latter is the service name registered with CQC.
8. Complete the CQC location ID (in the form 1-XXXXXXXXXX, where XXXX is 9 or 10 digits)
9. Enter your name, contact phone number & email address where indicated
10. The completion date is automatically filled with the current date

11. Click the 'Edit' button on the right hand side

12. A new window will pop up.

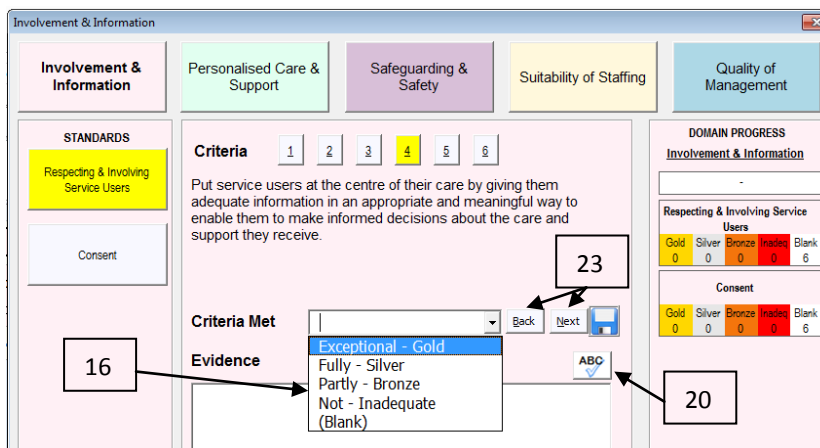


13. Whether you have just started a new form or are returning to a partially completed form, the 'Edit' button will always take you to the first criterion (see 14)

14. You will see the first criterion of the 'Respecting & Involving service users' standard, which is part of the 'Involvement & Information' domain

15. The five domains are along the top and the standards for each domain are on the left, details of these will depend on which domain is highlighted.

16. For each criterion, you are required to choose a rating from the drop-down box next to 'Criteria met'



17. Rating choices are either Exceptional (Gold), Fully met (Silver), Partly met (Bronze) or Not met (inadequate), for gold criteria, or Fully met (Silver) , Partly me (Bronze) or Not met (Inadequate) for the remaining criteria.
18. Gold criteria are those where there is scope for exceptional performance beyond that required for a Silver rating, which is the rating Birmingham City Council wants all providers to aim to achieve.
19. You are also required to complete the evidence box to support your rating for each criterion. Use concise bullet point statements to identify how you will evidence the criteria and what evidence sources a Council officer will be able to review when a quality monitoring visit is carried out.
20. You can use the 'ABC' button to spell-check the contents of the evidence box.
21. To copy and paste between evidence boxes or from an external source use the keyboard shortcuts **Ctrl & c** to copy and **Ctrl & v** to Paste. There are a number of other keyboard shortcuts that you may find useful – [Click here to see shortcuts](#)
22. You can move around through the tool without choosing a rating or entering evidence for any particular criterion, but you will not be able to submit a final version to us unless you have rated all criteria and put some content in each evidence box (even if this is just the word 'None').
23. When you have chosen a rating and entered evidence for a criterion, the simplest way to proceed is to click the 'Next' button and this will take you to the next criterion. You can work your way forwards & backwards through all the criteria in the PQAS using the 'Next' & 'Back' button
24. You can also move around the PQAS by clicking on the five domains along the top, the standards down the left hand side or the criteria numbers above the rating & evidence section.
25. As you complete the ratings & evidence for the various criteria, the PQAS tool will show the results (at the bottom and to the right). Firstly the number of Gold, Silver, Bronze & Inadequate ratings achieved and, once all criteria for a particular domain are complete, the overall rating for that domain is displayed. When all the criteria for all five domains are complete, the overall quality rating is displayed.
26. At any time you can click the 'Save' button to save and carry on, or the 'Save & close' button to save and finish the session. Click the 'close' button only if you want to end the session without saving changes.
27. If you want to review and/or print the evidence you have entered so far, click on the 'Review & finish' button. To print, use the 'Print' button at the top. To return to the criteria rating page, use the 'Edit' button. Alternatively, if you double click on any criteria or rating in the preview page then this will launch the Edit Window for the corresponding criteria. To return to the front page, use the 'Front Sheet' button on the left hand side

28. If you want to save a copy of your partly completed PQAS and then carry on with a duplicate copy, click the 'Copy Form' button on the front page. You will be asked to give the copy a new name
29. Once you have rated all the criteria and entered something in each evidence box, you are ready to submit your final copy to us. To do this, click the 'Complete' button on the right-hand side of the front page. Creating a final version will also save the draft /working version.
30. If there are incomplete criteria or any empty evidence boxes, you will get a message to this effect.
31. Once you have created the final version, it can't be modified. You can, however, return to the last saved working version (see 29), change it, and create a new final version, if you realise there is a change required.
32. The completed form will be saved with a standard naming convention in the following format.

Care Homes → FINAL_PQAS_CH_"CQC Location ID"_"Date saved/completed"
Home Support → FINAL_PQAS_HS_"CQC Location ID"_"Date saved/completed"
Supported Living → FINAL_PQAS_SL_"CQC Location ID"_"Date saved/completed"
33. The default save location for the completed form will be in the same folder where the PQAS tool is located, however you may change the save location by clicking on the browse button. If you have already created a Final version in the same location with the same Save Name then this will overwrite the previous file.
34. When you are happy with the final version you have created, please email it to:
pqas@birmingham.gov.uk
35. Please use the above email address only to send your completed PQAS. If you are having any difficulties completing the PQAS, please email marketintelligence@birmingham.gov.uk and put '**PQAS query**' in the subject line

Keyboard short-cuts in the Edit window

Shortcut	Action
Alt & s	Save
Alt & c	Close without Saving
Alt & r	Review & Finish
Alt & n	Next
Alt & b	Back
Alt & 1, Alt & 2 ... etc	Change to criteria number 1, 2 ... etc
Ctrl & c	Copy
Ctrl & v	Paste
Alt & Down Arrow	When in Criteria rating box, bring up drop down list
Alt & d	Go to Domain Buttons (use arrows to navigate between domains)
Tab	Move to next button or control
Shift & Tab	Move to previous button or control