

# SDMS V HRPersonnel for Windows: Hospice Provider Information Return Module



## SDMS V Hospice Staffing Returns - Provider Information Return Module

SDMS V Hospice Staffing Returns - Provider Information Return Module provides the necessary tools and reports to be able to generate the information required to complete the relevant questions of the latest copy of the Care Quality Commission Return.

It is fully integrated with the data currently held within the core components of SDMS V HRPersonnel for Windows.

### Care Quality Commission Background

Since 1st October 2014, the Care Quality Commission (CQC) changed the way they regulate and inspect adult social care.

The introduction of their Provider Information Return (PIR) is an important element of the new inspection process in which they ask Hospices to provide them with the responses to a set of key questions:

- Is the service safe?
- Is the service effective?
- Is the service caring?
- Is the service responsive?
- Is the service well-led?

### Are you due to be audited by the Care Quality Commission or have you recently had to complete the Provider Information Return for Hospices?

The answers for many of the questions found on the Provider Information Return can be found within the SDMS V HRPersonnel for Windows: Hospice Edition software. This information can be generated from a mixture of the standard reports available within the software.

With the new Staffing Returns Module the information generated from these reports has been brought together into a single module and are able to produce the provider information at the 'Click of a Button'.

## Production of Details for the Return

The information required on the Return is already held within the software and it can now be generated using the Hospice Provider Information Return Report. This information can be customised using a Quick Customisation screen allowing you to submit the date of the Return on which you wish to generate the details, along with the option to select a specific department within the Hospice to filter on.

### Facsimile Style Output

The information contained on the return can be generated in three different formats. The first of these being a facsimile style output which mirrors the style and format of the actual Provider Information Return itself.

	Medical staff	Nursing and allied health prof	Auxiliary staff
5f(i) How many staff are currently full-time (35 hours per week or more)?	7	4	4
5f(ii) How many staff are currently part-time (less than 35 hours per week)?	2	5	5
5f(iii) How many staff are currently on permanent contracts?	5	1	3
5f(iv) How many staff are currently on short term/temporary contracts?	3	1	2
5f(v) How many hours have been provided by agency staff in the last 7 days prior to the date of this return?	0.0	0.0	29.0
5f(vi) How many volunteers does the service currently support?	1	6	4
5f(vii) How many students does the service currently support?	3	2	1

### Facsimile Style Output

## Report Customisation

The following breakdowns can be generated from the Return and are available in the New Reporting Module:

- ❖ Staffing Details
- ❖ Reason for Leaving the Hospice
- ❖ Staff Training and Qualifications
- ❖ Staff Supervision
- ❖ Job Roles and Staffing Questions
- ❖ Provider Questions for Organisation Based at More than One Location



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Therefore allowing you to either generate all the information from the software, or to just run a specific breakdown where you know the information is being held.

## Multi Output to Excel

As well as producing the information in the Facsimile style format, the information can also be generated to CSV. With this output style there are two options available. The first being the simple style format which just produces the basic figures which have been calculated for the return itself.

Question	Level	Medical staff	Nursing and allied health prof	Auxiliary staff
1. Training and Qualification Details		4	3	1
2. (i) Training and Qualification Details		5	3	1
3. (ii) Training and Qualification Details		5	3	1
4. (iii) Training and Qualification Details		4	3	1
5. (iv) Training and Qualification Details		4	2	0
6. (v) Training and Qualification Details		5	2	1
7. (vi) Training and Qualification Details		4	3	1
8. (vii) Training and Qualification Details		2	2	1
9. (viii) Training and Qualification Details		2	3	1
10. (ix) Training and Qualification Details		2	3	1
11. (x) Training and Qualification Details		2	3	1
12. (xi) Training and Qualification Details		2	3	1
13. (xii) Training and Qualification Details		2	3	1
14. (xiii) Training and Qualification Details		2	3	1
15. (xiv) Training and Qualification Details		2	3	1
16. (xv) Training and Qualification Details		2	3	1
17. (xvi) Training and Qualification Details		2	3	1
18. (xvii) Training and Qualification Details		2	3	1
19. (xviii) Training and Qualification Details		2	3	1
20. (xix) Training and Qualification Details		2	3	1
21. (xx) Training and Qualification Details		2	3	1
22. (xxi) Training and Qualification Details		2	3	1
23. (xxii) Training and Qualification Details		2	3	1
24. (xxiii) Training and Qualification Details		2	3	1
25. (xxiv) Training and Qualification Details		2	3	1
26. (xxv) Training and Qualification Details		2	3	1
27. (xxvi) Training and Qualification Details		2	3	1
28. (xxvii) Training and Qualification Details		2	3	1
29. (xxviii) Training and Qualification Details		2	3	1
30. (xxix) Training and Qualification Details		2	3	1
31. (xxx) Training and Qualification Details		2	3	1

## CSV Output (Excel) Simple

In addition to this, is the option to produce a more detailed report which will show the actual breakdown for each of the specific questions on the return and how the actual values have been generated with the necessary information about the member of staff, job role, leaving reason, department, training course, post type etc., to provide evidence as to how the value has been calculated.

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## CSV Output (Excel) Extra Details

## Code Translation Functions

To allow different organisations to configure and setup their application to manage the different processes and procedures that they run, the CQC Staffing Returns Module provides a number of different translation tools to ensure that the codes and details maintained within the SDMS software will correctly map onto the breakdown codes required when using within the Care Quality Commission Return.

Therefore, providing extensive flexibility to ensure that you can provide the necessary information for reporting and analysis within the organisation as well as providing the details for the Provider Information Return.

Post Type	CQC Post Type Translation
AC Admin and Clerical	AUXI Auxiliary
AHPS Allied Health Professionals	NAHP Nursing and allied health prof
ANC Ancillary Workers - Catering Domestics	AUXI Auxiliary
ANCI Ancillary	AUXI Auxiliary
CO Chief Officers	AUXI Auxiliary
COMN Community Nursing	NAHP Nursing and allied health prof
DAYU Day Unit	NAHP Nursing and allied health prof
ED Education and Training	AUXI Auxiliary
FIN Finance	
FUND Fundraising	MEDI Medical staff
GP General Practice	AUXI Auxiliary
PU In Patient Unit	MEDI Medical staff
IT IT Staff	
LYM Lymphoedema	NAHP Nursing and allied health prof
MAN Management	NAHP Nursing and allied health prof

## SDMS V HRPersonnel for Windows: Specifically Developed for and with Hospices and Care Homes

The new CQC Staffing Module is part of HRPersonnel for Windows. Whether you are large or small in terms of the number of employees and volunteers, you will find that your basic needs in personnel administration are exceeded and that as these needs change and grow the software will keep pace.

An extensive core system is extended by a range of optional modules covering all aspects of HR and Personnel including e-HRP.Net Web Access for staff and managers.

## Core System and Key System Areas required for Provider Information Return

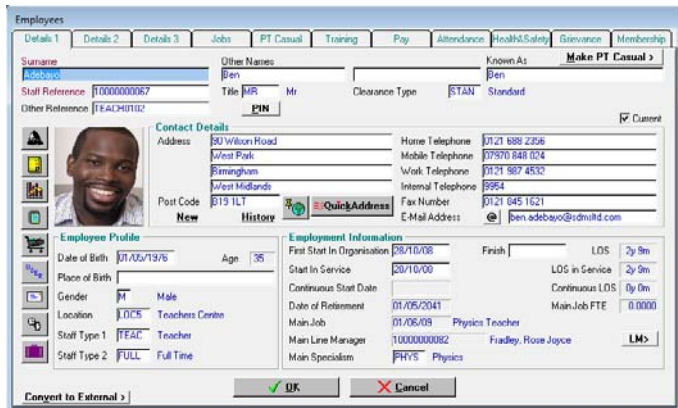
- ❖ Employee Details
- ❖ Line Manager
- ❖ Contracts and Job History
- ❖ Posts and Establishment
- ❖ Employment Contracts
- ❖ Performance Appraisal
- ❖ Skills and Qualifications
- ❖ Employee Development and Training Administration

## Employee, Agency, Volunteer, Apprentice and Students

Comprehensive and detailed records for all types of Hospice employees including agency, students, volunteers and apprentices are easily maintained. While the minimum of data is required by the system, a wide range of personal information can be easily held including staff reference and National Insurance number, names, known as, addresses, gender, ethnicity, date of birth, posts held, job titles and responsibilities, dates of appointment, retirement dates, career benchmarks, promotions, next of kin and doctors' details.

# SDMS V HRPersonnel for Windows: Hospice Provider Information Return Module

Union memberships, special requirements, vehicles, medical conditions and UK work status can also be recorded. Staff may be assigned to departments, office locations, delivery teams or groups within the Hospice.



**Staff Details Screen**

Employee: Ben Adabo  
 Staff Reference: 1000000067  
 Other Reference: TEACH0102  
 Title: MR  
 Clearance Type: STAN  
 Standard

**Contact Details**  
 Address: 80 Wilson Road, West Park, Birmingham, West Midlands, B19 1LT  
 Home Telephone: 0121 688 2256  
 Mobile Telephone: 07970 848 024  
 Work Telephone: 0121 987 4532  
 Internal Telephone: 8964  
 Fax Number: 0121 645 1621  
 E-Mail Address: ben.adabo@sdmsdmd.com

**Employee Profile**  
 Date of Birth: 01/05/1976  
 Age: 35  
 Place of Birth: TUCS Teachers Centre  
 Gender: M Male  
 Location: TUCS Teachers Centre  
 Staff Type 1: TEAC Teacher  
 Staff Type 2: FULL Full Time

**Employment Information**  
 First Start in Organisation: 19/10/08  
 Start in Service: 20/10/08  
 Continuous Start Date: 01/05/2041  
 Date of Retirement: 01/05/08  
 Main Job: Physics Teacher  
 Main Line Manager: 1000000082 Fradley, Rose Joyce  
 Main Specialism: PHYS Physics

Staff Details Screen

Using the necessary codes translation functions staff can be grouped together and included into the necessary categories on the Staffing Return.

Details of any leavers can also be tracked collecting the finish date and reason for leaving the Hospice to ensure that these details can be included on the Provider Information Return.

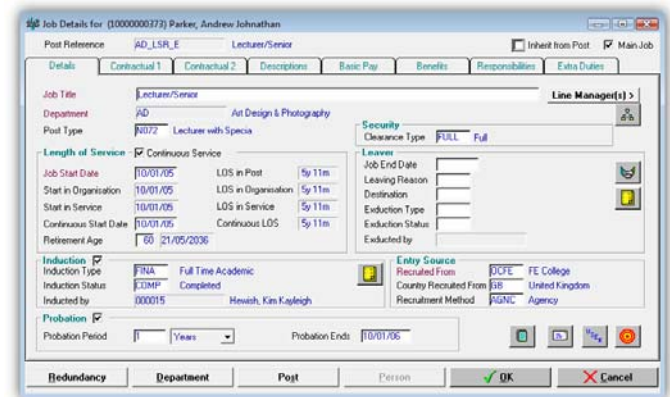
## Posts, Jobs and Job History

Establishment, post and job management in the software is able to accommodate the simplest to the most complex range of jobs and posts. Employees can share the same post or be assigned to several simultaneously.

Pay (whether amounts, grade or scale points) together with funding can be set against posts, as well as induction, competency and training requirements. Evaluation criteria for posts can be defined to support periodic post review and authorisation. Global changes can be made to post types and to specific posts or applied to staff assigned to them.

A wide range of statistics on post occupancy can be produced with full FTE reporting. Contractual details can be set against posts – such as type of position, notice periods, working hours, holidays, job descriptions, sick pay entitlement, pension arrangements and pay details.

A full job history for the employee can be maintained showing start and end dates for each position held, reason for job change with the necessary translation on the Post Type to ensure that they fall within the necessary breakdown of Medical staff, Nursing and allied health prof or Auxiliary Staff.



**Job Details Screen**

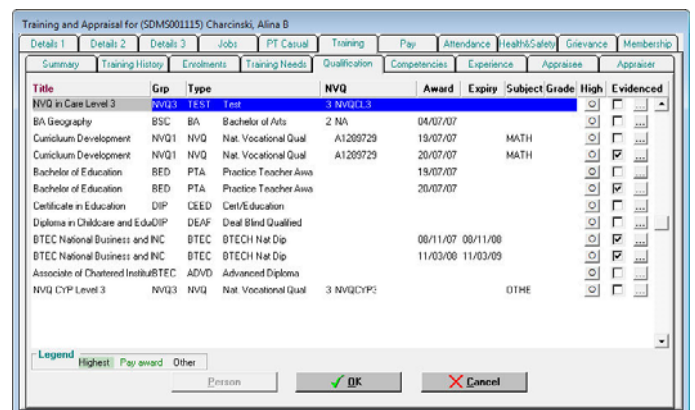
Job Title: Lecturer/Senior  
 Department: AD  
 Post Type: 0072 Lecturer with Special  
 Length of Service: Continuous Service  
 Job Start Date: 10/01/05  
 Start in Organisation: 10/01/05  
 Start in Service: 10/01/05  
 Continuous Start Date: 10/01/05  
 Retirement Age: 60  
 Induction: Full Time Academic  
 Induction Status: Completed  
 Inducted by: Hewish, Kim Kayleigh  
 Probation: 1 Years  
 Probation Ends: 10/01/06

Job Details Screen

Details of the different Post Titles in the Hospice will allow the necessary calculations to produce the information required for the Job Roles related question on the Return.

## Skills and Qualifications

Employee qualifications can be recorded with name, subject grade, type, date awarded and expiry date. Similarly, a profile of skills and competencies can be set out for each employee. Where these are set as requirements of the job the member of staff is employed for they will automatically appear in the employee skills and qualifications profile.



**Staff Qualifications Screen**

Title	Grp	Type	NVQ	Award	Expiry	Subject Grade	High	Evidenced
NVQ in Care Level 3	NVQ3	TEST	1st	3 NVQCL3				
BA Geography	BSC	BA	Bachelor of Arts	2 NA	04/07/07			
Curriculum Development	NVQ1	NVQ	Nat. Vocational Qual	A1209729	19/07/07	MATH		
Curriculum Development	NVQ1	NVQ	Nat. Vocational Qual	A1209729	20/07/07	MATH		
Bachelor of Education	RED	PTA	Practitioner Teacher Award		19/07/07			
Bachelor of Education	RED	PTA	Practitioner Teacher Award		20/07/07			
Certificate in Education	DIP	CEED	Cert/Ed Qual					
Diploma in Childcare and EduDIP	DEAF	Deal Blind Qualified						
BTEC National Business and NVQ	BTEC	BTECH Nat Dip		09/11/07	09/11/08			
BTEC National Business and NVQ	BTEC	BTECH Nat Dip		11/03/08	11/03/09			
Association of Chartered Institute of BTEC	ADVD	Advanced Diploma						
NVQ CYP Level 3	NVQ3	NVQ	Nat. Vocational Qual	3 NVQ/CYP		OTHE		

Staff Qualifications Screen

## Employee Development and Training Administration

SDMS V HRPersonnel's Training Administration Module supports full course management and administration with course scheduling, course advertising, enrolments and attendance. The module allows the management of course waiting lists. Full training histories are maintained for all employees. A full profile of competencies and qualifications is held with QCF/NVQ details.



# SDMS V HRPersonnel for Windows: Hospice Provider Information Return Module

This data can be reported on to give comprehensive performance reports to assist organisations in evaluating the staff development provided to employees, the take-up and delegate costs of such training. Full details of trainers; whether in-house or external as well as a database of training providers is maintained.

*Training Activity Planning – Single Screen for All Forms of Training*

Using the Training Area / Specific Area Translation Grouping, details on those staff who have received training in the last 24 months can be produced and identified within the correct breakdown of Training from the Training History section of the return. Where training does not fall within one of the pre defined criteria it can be allocated against a translation of *Other* to allow it to appear on the Other Training section of the Return.

## Appraisal Meetings, Targets and Action Plans

This module supports the management of appraiser-apraisee pairings with the ability to assign multiple appraisers in each appraisal. It also allows the user to set up and schedule a range of appraisal meetings from initial focus or agenda setting meetings, assessments, task observations (including classroom observation for education) through formal appraisal interviews to follow up monitoring and review meetings. Dates, time, and those involved can all be logged and for each key element of appraisal, such as on the job task observations, detailed summaries can be held. Agreed appraisal targets and outcomes can be recorded, assigned a weighting and priority.

Links are also provided to the HRPersonnel Training Administration Module with the ability to match needs from appraisal to available or planned training. By capturing the details of the appraisal meetings, information can be produced detailing all those staff who have been employed for more than two years who have had annual appraisal meetings within the past year in order to correctly detail this information for the Staff Supervision Question on the Provider Information Return.

## Attendance at Work Records

Attendance can be recorded in weekly summary or daily formats. The weekly format holds week number, start of week date, and the number of days with total hours worked, total hours late with number of occasions, and total hours absent with number of occasions. A summary report of net hours worked in the preceding 17 week period is auto calculated to provide compliance with the EU Working Time Directive.

The daily format allows: the date, start/finish time, breaks, type of work attendance (e.g. working from home), total hours worked and breaks to be entered with summation to weekly records. The module will allow the collection of information required to show the amount of time taken in the last 7 days prior to the Return Date. The module is also supplied with an attendance import to import data from other systems or hardware for automatic and seamless data capture.

With arrival time and signing out time automatically captured; employee attendance can be viewed immediately by managers in a single at a glance screen.

*Monthly Employee Timesheet – Single Screen for All Attendance*

## On Premise Installation or SDMS Hosted Cloud: Personnel Administration

SDMS Ltd offers both an on premise and cloud solutions for all its products; cloud applications are accessible via the desktop with standard broadband connection avoiding the costs of servers and internal IT costs associated with installation on your own computers. They can of course be accessed from any location and outside the normal working day and week.

## Further Information and to Purchase:

Contact SDMS Ltd's Sales and Business Development Team on 01952-200911 or by email: [sales@sdmsltd.com](mailto:sales@sdmsltd.com) or alternatively visit the SDMS website: [www.sdmsltd.com](http://www.sdmsltd.com).