



CARE ENGLAND
Representing independent care providers

SMART

Strategic Management Audit Repository Tool

in partnership with



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Statement from our Chief Executive



SMART is Care England's Strategic Management Audit Repository Tool. This tool is free for all social care providers and can act as an aid memoir to support the management and regular review of care services.

At a time when money, time and resources are being stretched to their limits across the social care sector, this free tool is here to help. SMART is a single-entry point to solve all your problems.

SMART allows for time-efficient audits, simple inspection preparation, and ensures care providers can get in charge and stay in charge.

SMART is an ever-growing platform, and Care England is excited to offer an innovative solution to all care providers that is reactive to the sector's needs.

A handwritten signature in black ink that reads "M L Green".

Professor Martin Green OBE
Chief Executive



CQC Inspections

Inspections can be stressful, and pressure mounts when providers must trawl through different paper and online systems to evidence how they are achieving the standards set by the regulator.

Structured using the CQC's new Single Assessment Framework (2023), **SMART Quality** allows providers to store, report and record their evidence against the new CQC quality statements in a way that is conducive to the new framework's continual assessment.

Each section of **SMART Quality** features every key question and quality statement from the CQC's new assessment framework. The quality statements are embedded into the tool in full, with links to the relevant regulations, to make sure information is all in one place, and save providers' time.

For every quality statement, there are suggestions for how adherence to the regulation can be evidenced, with the option for providers to add their own custom review element. Providers can also note if any further action is required for each audit item, with notifications to ensure nothing is missed.

The module also connects you to your most recent and historic CQC reports, displaying home ratings under each quality statement since 2016.

As the CQC moves towards a continual assessment framework, **SMART Quality** allows providers to be ready no matter when the regulator comes calling.



Sustainability

Environmental, Social and Governance (ESG) is a term used to describe how an organisation views its impact on the environment and society, and how robust and transparent its governance is. It will measure how business views and manages environmental, social, and governance practices and principles fit into its operation and services provided along with its impact and sustainability.

As the government strives to achieve net zero by 2050, 68% carbon emission reductions by 2030, and 78% by 2035, more Local Authorities and NHS bodies are requiring care providers to report on their environmental, social and governance performance.

With contracts scored based on your performance, the ability to evidence and report ESG execution has never been more critical; your organisation's ESG strategy can lead to reduced costs in the short, medium and long term.

Whether you are starting or progressing on your ESG journey, **SMART ESG** module allows you to report how you manage your environmental footprint, social policies and organisational governance internally and increase the chance of securing Local Authority and NHS contracts.

SMART ESG includes areas to consider when your organisation is thinking about ESG and provides a repository to collect and record information to evidence how you are working towards bettering your ESG strategies.



Manager and Nominated Individual Performance

SMART HR allows recruiters to review the past performance of existing managers and Nominated Individuals against CQC quality data from 2016 onwards. This will help you understand how registered individuals may have impacted the quality ratings of services under their control.



Savings, Solutions and Sustainability

The SMART system grants easy access to the Care England publication '**Savings, Solutions and Sustainability**'. Each edition comprises expert-led technical features covering operations and solutions in relation to cost saving, and several salient themes including workforce and funding. The publication will also offer legal advice and hear first-hand accounts from care providers on how they have navigated pertinent problems facing their businesses. This informative publication is entirely focused on cost-saving solutions and will be essential reading for operational leaders and purchase decision-makers in the social care sector.



Market Intelligence

SMART gives providers access to Care England's Market Intelligence Platform (**MINT**) that exhibits a wide range of pertinent fee, financial and general data from across both the older person and learning disability sectors through a simple searchable solution, for the use of care home providers. Data is collated from a wide variety of stakeholders, such as local authorities, NHS Bodies, ICs, CQC and other public sources of data. As a data platform, MINT is ever-expanding and constantly evolving, and a consolidation of all data that providers need in their arsenal to correspond with local authorities and the NHS. MINT not only gives access to an incredibly diverse wealth of knowledge but also reduces the significant time and effort providers would spend collating and maintaining this data alone.



Procurement

In a challenging economic environment, **SMART Procurement** will signpost money-saving deals and innovative solutions for care providers, saving you time and money.



Surveys

SMART Surveys allows providers to create and disseminate surveys to service users, professionals, friends and family to feedback on service quality and performance. Survey responses are safely stored within the SMART system to allow for easy review.



Timeline Entries

SMART Timeline Entries module is a simple solution to record key information against specific residents, from administration to clinical data.



www.smart.careengland.org.uk



www.jaguarcomputers.co.uk

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