

iCOPS®

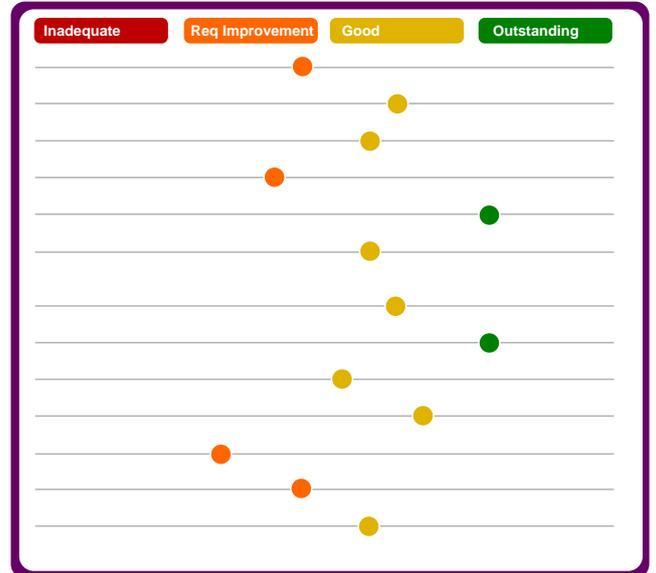
Self-evaluation, compliance management and continuous improvement tool

Revolutionary Software to Support CQC Compliance

iCOPS® is a unique tool to help you proactively manage quality, safety and performance, and meet the Care Quality Commission's (CQC) regulatory requirements.

iCOPS® is a self-evaluation, compliance management and continuous improvement software tool which tracks your performance to give an indication of your CQC rating, supporting all health and care providers in delivering an outstanding service, whilst reducing the time, cost and effort of managing compliance.

This is relevant and timely for all care organisations, which are required to maintain and improve their quality and performance, with fewer resources available than ever.



iCOPS® changes the focus from regulatory compliance to self-evaluation, putting the provider in control of their service quality, and embedding a culture of continuous improvement, whilst simultaneously demonstrating that CQC's standards have been met. This is a win-win for the provider, CQC and ultimately for people using services.

The iCOPS® product for CQC standards supports 'co-regulation', where there is a collaborative approach between CQC and the provider. To help providers evaluate and grade their own service against CQC's standards, iCOPS® includes characteristics of each rating level for the fundamental standards, and the five key questions, i.e. are services safe, effective, caring, responsive and well-led. This benefits both the provider and CQC by reducing inspection time and cost.

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Reports are generated automatically by iCOPS® at the press of a button, based on the data you have entered; from these it is clear to see whether improvements and progress are being made, together with specific areas that may need development, or risks to be addressed. These reports can also be used to support provider information returns (PIR), as well as supporting CQC in delivering more responsive and tailored inspections.

Good practice is easily shared with iCOPS® using the unique overlay feature, allowing services or departments to be viewed side by side. This excellent feature supports community building and sharing the 'good stuff'.

The iCOPS® tool is easy to use, uncomplicated, comprehensive, effective and affordable. It enables providers to assess where they are in line with CQC criteria and respective grading, see what outstanding looks like, and helps plan the necessary actions for getting there. As all the necessary criteria are built into iCOPS®, with a few simple steps a robust and detailed action plan will be produced. It also offers a unique collaboration function to allow for 360° feedback evaluation.

Your questions answered:

1. Does iCOPS® suit all organisations and services covered by Care Quality Commission?

Yes. There is an iCOPS® product for each specific service area regulated by CQC.

2. How do the criteria in iCOPS® relate to CQC's fundamental standards?

The criteria are taken directly from CQC's fundamental standards and guidance, and have been aligned to suit each grading.

3. How much does iCOPS® cost?

Costs vary depending on number of users, and the service area.

To give an indication of costs, a small GP Practice or Care Home (2-user licence) starts from £450 per annum. A Hospital (12 user licence) starts from £2700 per annum. Additional licences can be purchased. There are discounted capital purchase options available, and group rates. Prices include live support and there are no hidden costs.

4. Is iCOPS® secure?

iCOPS® is hosted on our own dedicated server at Rackspace® in the UK, and suitably backed-up. Rackspace® is the global leader in secure servers. All data is encrypted on the way out and on return. Rackspace® data centres are accredited to PCI DSS, ISO27001, and ISAE 3402 Type II standards. We also have a dedicated hardware firewall protecting our server.

5. Is there a free no obligation trial available?

Yes. There is a free one month trial available, after which you are under no obligation to proceed. To access the free trial simply email us and let us know the service area required, and we will do the rest.

6. Can I use the free trial for a one-off assessment or mock inspection?

Once you have used the trial we are sure you will want to continue using iCOPS®, but yes, by all means you can use it just to get a snapshot of your performance, or even carry out a mock inspection (saving you a lot of money!).

7. Is there a demo of iCOPS® anywhere?

Yes. We have an explainer video on our homepage – www.icops.co.uk



Note: iCOPS® requires a modern browser, e.g. Google Chrome, Safari or Internet Explorer 9 and above.

"I don't think I have ever seen a system so straightforward to use, or so closely aligned to CQC's requirements. It is completely different from many other products available, which are basically document warehouses. iCOPS® is a great way of focussing our thoughts on what's good about our service, as well as where we need to improve – it has got a positive feel about it. It's also a great tool for collating evidence to support a CQC inspection. I would undoubtedly feel more confident going into an inspection."

Quality and audit manager, SE England

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