



ASCENTI

Quality Account 2022/23

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Part one

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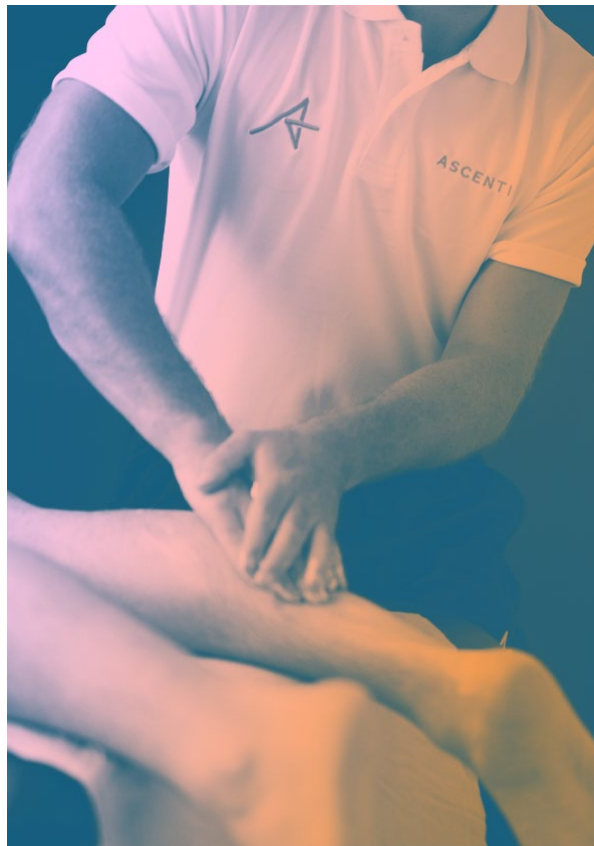
We are Ascenti

Ascenti is the leading independent provider of physiotherapy and mental health services in the UK, helping thousands of people to elevate their health and live active lives every day.

We are a dynamic and progressive company and our knowledge comes from over 20 years of successfully treating more than 1.5 million people, from office workers to top athletes.

Our amazing people make us who we are and our directly-employed network of 300 Ascenti physiotherapists deliver high quality care across 300 clinics nationwide.

We are pioneers within physiotherapy – Ascenti is proud to have led the increasing acceptance of digital health tools within our profession. We have delivered over 8 million minutes of online physiotherapy and our data relating to virtual physio is published by the Chartered Society of Physiotherapy.



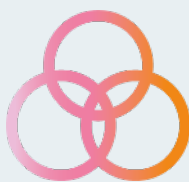
Our values

Our core values shape the way we work and behave.



Pioneering

We're a passionate bunch of people, who aren't afraid to innovate and try new ideas to raise the bar.



United

We believe that unity lifts us above the competition, so we work together with partners, teams and communities.



Caring

We care about what we do and want to achieve the highest standards for everyone we work with.



Dependable

We deliver on our promises and provide accessible, reliable and effective treatments that are a cut above.

Part one

Statement from our Chief Executive Officer

With more than 20 years' experience serving both the public and private sectors, we are a trusted partner to 14 integrated care boards (ICBs) and over 400 private business and help thousands of people to elevate their health and live active lives every day.

This Quality Account meets the requirements set out by the Health and Social Care Act 2012 and the Care Quality Commission (CQC). It reports on the quality of our services during 2022/23 and key areas of accountability, including: safety, effectiveness of treatment, clinical quality, safeguarding and patient experience.


This report details our achievements and actions over the last year, including the launch of a new progression pathway that enables physiotherapists at Ascenti to qualify as an Advanced Physiotherapist Practitioner (APP) or progress into a First Contact Practitioner (FCP) role. This stands us apart in the UK, offering physiotherapists the funded training, support and nationwide opportunities needed to move through a complete career journey, from graduate to FCP or APP.

Other progress on our quality improvement priorities includes embedding our Diversity, Equity and Inclusion (DEI) strategy throughout the business with the aim of making this important area of work a part of everybody's everyday at Ascenti, and establishing links with social prescribing frameworks.

Over the next year we are committed to:

- Improving data-driven decision making through advanced MI tools and streamlined data processes. This will foster evidence-based practice, innovation, and improved patient outcomes.
- Continued dedication to fostering a diverse, equitable, and inclusive culture across our organisation, aiming to enhance care quality, create a supportive work environment, and contribute to strategic objectives.
- Implementing the Mindful Employer initiative to boost mental health and well-being resources for staff, acknowledging their crucial role in healthcare service delivery.

This Quality Account has been endorsed by our Executive Team and we confirm that the content reflects a balanced view of the quality of our services. We believe, to the best of our knowledge, that the information contained in this document is accurate and informative.



Stephanie Dobrikova
CEO



Statement from our Chief Governance & Quality Officer

At Ascenti, we are proud to share our ongoing commitment to enhancing our services and improving the quality of care we provide to our patients. Through our collective efforts, we continue to make significant achievements, which are a testament to our dedication to delivering the highest standards in patient care.

We are pleased to announce the launch of a new knowledge and skills framework, which places greater emphasis on enhancing the patient experience. This updated framework offers improved support for newly qualified physiotherapists seeking to develop their leadership and healthcare citizenship skills, ensuring they are well-equipped to provide exceptional care for our patients.



Our Consultant Physiotherapist, Debbie Christer, has recently achieved Stage 3 accreditation as an Advanced Physiotherapy Practitioner (APP) and received a digital badge from the Centre for Advancing Practice. Debbie is among the first five applicants across the allied health professions in the country to attain this new digital badge, setting a high standard for physiotherapists nationwide.

In our ongoing efforts to improve patient safety and compliance, we have enhanced our Medicines Management Framework with a new suite of policy documentation and audit tools. Additionally, we have developed an innovative Central Electronic Medicines Register, which streamlines the process and ensures accuracy in our medication management.

We continue to innovate with our digital health apps, providing patients with essential tools to manage their health effectively. Our team is dedicated to finding new ways to integrate digital and in-person services into treatment pathways, ensuring a seamless and comprehensive approach to patient care.

Finally, we have implemented a new learning management system, offering our colleagues an extensive suite of learning tools to engage in their professional development. This platform enables our staff to effectively evidence their continual professional growth, reinforcing our commitment to providing outstanding care to our patients and interest in the continuous professional development of our physiotherapists.

These are just a few examples of improvements and achievements, and we remain devoted to building on our achievements and delivering the best possible care for our patients. We are confident that our ongoing efforts will continue to improve the quality of our services and strengthen our position as a leading healthcare provider.

Joel Booth, BSc (hons), MSc, HCPC

Chief Governance & Quality Officer

Executive Team



Stephanie Dobrikova
Chief Executive Officer



Kevin Doyle
Chief Commercial Officer



Adam Jarvis
Chief of Operations –
Government Services,
Digital & Mental Health



Dan Pemberton
Chief of Operations –
Physiotherapy & Customer
Support Services



Sophie Harper
Chief People &
Communications Officer



Joel Booth
Chief Governance & Quality
Officer

Clinical Leadership Team



Alison Day
Head of Clinical Excellence



Debbie Christer
Consultant Physiotherapist



Robin Higginson
Head of National Clinical &
Operational Development

Celebrating our colleagues

We understand the immense value of our workforce and the critical role they play in our shared success. Recognising and celebrating the hard work, dedication, and contributions of our colleagues is of great importance to us, as it fosters a positive work environment and strengthens our team.

To demonstrate our appreciation and acknowledge the achievements of our colleagues, we have developed various recognition tools that facilitate ongoing recognition and gratitude within our organisation:



- **Colleague Appreciation Board:** This board provides an accessible space for colleagues to give a shout out to one another, celebrating day-to-day accomplishments and contributions. By highlighting these achievements, we cultivate a culture of mutual support and acknowledgment. Since its launch, there have been over 650 posts of gratitude shared, with these having received 3300 'likes'.
- **Ascenti Star Awards:** Rooted in our company values, colleagues can nominate one another for an Ascenti Star via our intranet. These nominations serve as a direct link to our annual V.I.P Awards, where the individual with the most stars in each business area will be presented with the People's Choice Award - Employee of the Year. So far 2,467 stars have been awarded. This initiative encourages our team members to embody our values and celebrate those who consistently exemplify them.
- **Internal Communications Programmes:** We leverage our award-winning internal communications programs to recognise key achievements and milestones within our organisation. Our popular '60 Seconds With' articles offer an opportunity to get to know our colleagues on a deeper level, fostering a sense of connection and camaraderie across the company.

We are committed to nurturing an environment where our colleagues feel valued and appreciated. Through these initiatives, we aim to foster a culture of gratitude and recognition, ultimately enhancing employee satisfaction and driving our continued collectively success.

Sophie Harper

Chief People & Communications Officer

Part two

Quality improvement priorities 2023 / 24

We are dedicated to continuous improvement and delivering the highest quality care for our patients. As we embark on the 2023/24 year, we are excited to introduce our key quality objectives, designed to further enhance our services and strengthen our commitment to excellence. Throughout the year, progress against our quality priorities will be monitored by Ascenti's Executive Team.

Priority 1

Quality Data Transformation

We recognise the importance of leveraging data to drive continuous improvement and enhance patient care. As part of our quality objectives for the upcoming year, we are committed to a comprehensive Quality Data Transformation initiative.

This objective aims to enhance our MI tools for quality data, to streamline data collection and analysis processes, ensuring accurate and timely information is available and visualised to inform decision-making and optimise patient outcomes. Through investment in advanced data systems, we will foster a data-driven culture that supports evidence-based practice, identifies areas for improvement, and promotes innovation in our care delivery.

By embracing this Quality Data Transformation, we are confident that our data-driven approach will contribute to the ongoing enhancement of our services and reinforce our commitment to providing the highest quality care for our patients.

| Domain(s) | How we will achieve this | How we will measure this |
|-----------------------------|---|--|
| Clinical Governance Data | Deliver enhanced data analysis tools and data visualisation for quality data. | Implementation of dashboards and effective utilisation of data into clinical governance systems. |

Priority 2

Diversity, Equity and Inclusion Strategy

We remain committed to fostering a culture of diversity, equity, and inclusion across our organisation. Building on our 2022/23 objective, and continuing our work and achievements, we continue to strive to create an environment where everyone, regardless of their background or identity, feels valued, respected, and included.

By continuing our efforts to advance diversity, equity, and inclusion, we aim to enhance the quality of care we provide, create a supportive work environment for our staff, and contribute to our overall success, resilience and strategic aims.

| Domain(s) | How we will achieve this | How we will measure this |
|-----------|--|---|
| Workforce | Breakdown our bigger ambitions for the future into | Meetings with the five workstream groups. |

| | | |
|---------------------------------|---|--|
| Diversity, Equality & Inclusion | specific measurable and achievable targets | Action plans being agreed & progressed. |
| | Define objectives and action plans across our 5 DEI domains | Progress tracking against action plans. |
| | Develop an engagement & reporting framework | Formally reporting against this strategy and communicating to staff. |

Priority 3

Enhance mental health and well-being support for our employees - Mindful Employer

We recognise the importance of supporting the mental health and well-being of our staff, who are the foundation of our healthcare services. In line with this commitment, we propose a new quality objective aimed at improving mental health and well-being resources for our team by adopting and implementing the Mindful Employer national initiative.

The Mindful Employer initiative provides a wealth of resources, tools, and guidance to help organisations create a supportive and mentally healthy working environment. Our strategies for achieving this objective include:

- **Mindful Employer Charter:** Sign and commit to the Mindful Employer Charter, pledging our dedication to creating a supportive workplace that values mental health and well-being.
- **Accessible support services:** Enhance and promote a range of support services, such as our Employee Assistance Programs (EAPs), mental health first aiders, and well-being champions, ensuring that staff have access to the help and guidance they need.
- **Mental health awareness and training:** Provide ongoing training and education for staff and managers using Mindful Employer resources to raise awareness of mental health issues, recognise signs of distress, and develop skills to support colleagues effectively.
- **Encourage open dialogue:** Foster a culture of openness and communication that encourages staff to discuss mental health and well-being concerns without fear of stigma or negative consequences, guided by the principles of the Mindful Employer initiative.
- **Work-life balance initiatives:** Promote work-life balance through flexible working arrangements, supportive leave policies, and regular reviews of workloads and staffing levels to minimise burnout and stress.
- **Monitor and evaluate progress:** Regularly track and evaluate the effectiveness of our mental health and well-being initiatives using the Mindful Employer framework, incorporating staff feedback and engagement surveys to identify areas for improvement and make data-driven decisions.

By adopting the Mindful Employer national initiative, we aim to create a more supportive and resilient workforce, ultimately enhancing the quality of care we provide to our patients.

| Domain(s) | How we will achieve this | How we will measure this |
|------------------|--|---|
| People & Culture | Establish a Mindful Employer Charter | Action plans being agreed & progressed |
| Well-being | Promote our support services | Progress tracking against action plans |
| | Run mental health awareness training and resources | Formally reporting against this strategy and communicating to staff |
| | Create forums to encourage open dialogue | |
| | Deliver initiatives targeting work-life balance | |
| | Measure workload and wellbeing | |

Achievements against 2022 / 23 quality improvement objectives

We are proud to report on the progress we have made towards achieving our 2022/23 quality improvement objectives.

Priority 1

Advanced Physiotherapy Practitioner & First Contact Practitioner Development Pathways



We have created and implemented a pathway of career progression for aspiring and existing FCPs/ACPs which is aligned to the HEE Roadmaps of Advanced Practice, which ensures staff are developed and supported to gain accreditation as FCPs/ACPs on completion.

Building on the FCP-AP development pathway, we've extended opportunities for experienced clinicians to further their education and qualifications. At present, our Consultant Physiotherapist and Advanced Practice Virtual Lead are actively supporting 11 developing clinicians towards achieving Stage 1 e-portfolio accreditation. It is exciting to note that three of these clinicians are nearing completion of Stage 1, and one has already successfully achieved this milestone. Looking ahead, we anticipate that six of our clinicians will achieve AP accreditation by 2024, with five on the academic pathway and one via the e-portfolio route. Additionally, we foresee that two clinicians will complete both stages of the FCP course by the end of 2023.

Our commitment to professional development extends to all AP and FCP clinicians, who we continue to support in gaining work-based practice accreditation.

In a significant collaborative effort, our Consultant Physiotherapist and Head of Clinical Excellence led a group of Advanced Practitioners in creating work-based educational modules. These modules, designed for clinicians on the developing FCP-AP route, were recorded during 2022-2023 and have been made available to all clinicians via Pulse, our intranet.

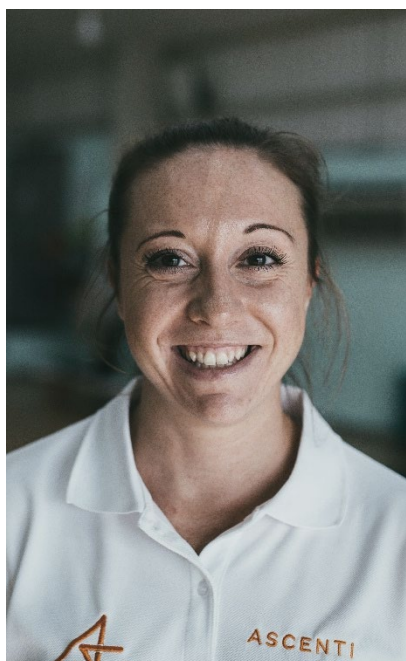
We also celebrate the achievement of our Consultant Physiotherapist, who has recently gained the Advanced Practice Digital Badge accreditation. This noteworthy accomplishment underlines our commitment to continued professional development at the highest level.

As part of our strategy to enhance the quality of clinical supervision, we are focusing on increasing our pool of FCP-AP accredited supervisors. We have six clinicians currently working towards AP accreditation, and we have plans for two to train for supervisor status in 2023, followed by four more in 2024.

In January 2023, we rolled out a new development tool, designed by our Consultant Physiotherapist and Head of Clinical Excellence. This tool, which incorporates the 4 pillars of practice as part of the multi-professional framework, is currently being implemented as part of the AP appraisal process. We are set to evaluate its effectiveness and impact through a clinician progress and satisfaction survey conducted from 2023-2024.

Our Consultant Physiotherapist is also leading a project to create job plans for our senior grade clinicians. These plans are being designed in line with the new Development Tool, with the aim of facilitating annual competency across the four pillars of practice. After a thorough review of the national current development and progression support structure and benchmarking with other organisations, we expect to complete the draft by July/August 2023. The rollout to AP clinicians is anticipated to begin in September 2023, providing a valuable resource to inform performance-related development and pay structure.

| Advanced Physiotherapy Practitioner & First Contact Practitioner Development Pathways | | | |
|---|-----------------------------------|--|----------|
| Domain(s) | Success measures | 2022 / 23 progress | Status |
| Staff development | Define new pathways opportunities | We've designed a career pathway for aspiring and current FCPs/ACPs, aligned with HEE Advanced Practice Roadmaps, facilitating staff development and support towards achieving FCP/ACP accreditation. | Achieved |



"I feel Ascenti fully supports anyone who wants to become an APP or FCP. They offer a lot of opportunities to help suit each individual by offering the choice to complete it as a university taught MSc, a portfolio route or a hybrid method."

"I chose to take a hybrid route. During my course Ascenti released me from my usual working diary to allow me to attend university lectures and spend one day a week gaining experience with an FCP and APP patient case load."

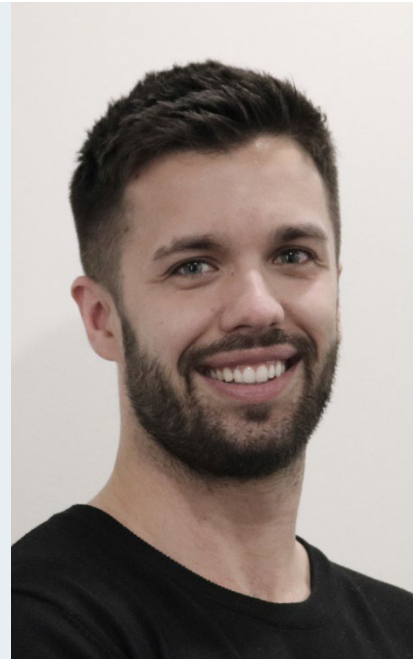
"Ascenti also holds weekly FCP and APP group meetings covering a range of topics and cases for discussion which I was able to join to extend my knowledge in this sector of physiotherapy."

Bev Turnbull
Senior MSK Physiotherapist and Clinical Mentor

“Ascenti hosts regular conversations with their staff to understand how they can help develop their career. For those who are keen to progress into advanced practice, Ascenti provides ample opportunities to shadow FCP and APPs in clinic as well as discussing the different clinical pathways they can choose to access.

“Ascenti has supported me through my whole time here and helped me apply for and fully funded my part-time MSc in advanced practice. The mentorship that I have received from senior colleagues here has been invaluable.”

Marcus Quarmby
Senior MSK Physiotherapist and Physiotherapy Development Lead



Priority 2



Launching and embedding our new Diversity, Equity and Inclusion Strategy

Ascenti is committed to making diversity, equity and inclusion part of everything that we do – from the services that we deliver to how we build our workforce. As a healthcare organisation, social purpose sits at our core and we care deeply about addressing health inequalities and building an organisational culture that creates a sense of belonging for everyone. As we continue to grow, our vision is to create a better and more inclusive future at the same time. With a workplace and healthcare services that meet the needs of all people and continue to break down barriers. This strategy is designed to help us ensure that we achieve our ambitions for our patients, staff and services.

In April 2022, Ascenti launched a new Diversity, Equity, and Inclusion Strategy to support our vision to create a better and more inclusive future for our people, patients, and everyone we work with.

The new strategy has been co created with input from employees across the business at all levels, with the aim of making this important area of work a part of everybody’s every day. With this new strategy in place for the next three years, Ascenti will continue its ambition to create a more inclusive future, inside the business and beyond.

The strategy has been developed with five key focus areas that highlight different elements of the business. Each domain is managed by a member of our Executive Team who will drive the delivery of the actions with support from senior leaders around the business.

These are:



People & workplace

Our policies and practices ensure we are operating in a way that is fair and equitable for all.



Talent management

We actively work to promote equal opportunities across all that we do.



Patients & services

Our services are designed to leave patients feeling positive about their experience with Ascentri.



Data & systems

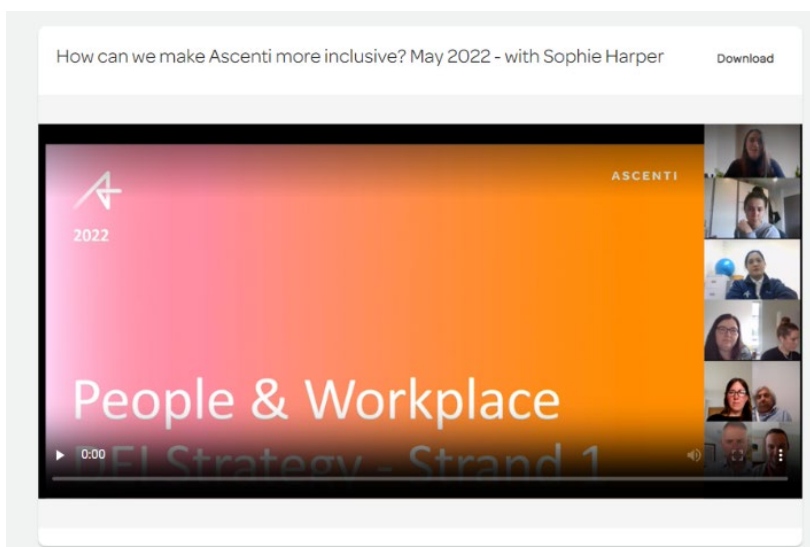
We advance our reporting capabilities to identify trends, needs and any potential inequalities.



Accountability

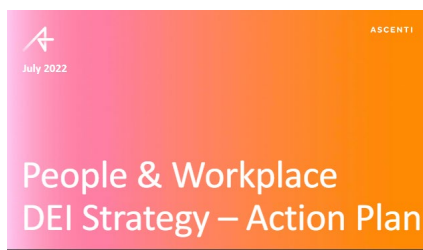
Diversity, equity and inclusion are actively discussed at team meetings, 121's and other routine engagement routes.

The **People and Workplace** workstream was the first to kick off, involving an online forum for staff to discuss issues within the workplace – this was attended by upwards of 80 staff, exploring themes including: fairness and inclusivity around our policies and practises, what more can we do to protect staff at all levels from abuse, and how we can continue to improve our education for our staff, patients and the wider community. The sessions are recorded and uploaded to our staff intranet, Pulse, so that employees who were unable to attend can listen back and get involved in the conversation.



Three of the five strands have been delivered to the business so far, with the final two set to be launched by summer 2023, and online forums were attended by over 200 employees who have been actively sharing feedback and ideas to bring the strategy to life.

Feedback from the discussions have been collated and used to create a clear action plan with specific, measurable, and achievable targets that have been agreed to be delivered by key teams around the business.



This engagement and reporting framework is used at monthly 'People Agenda' meetings led by head of departments and business support functions such as our People Team and Internal Communications team, to progress tracking against the action plan.

Alongside the delivery of the strategy, celebrating DEI at Ascentri is an important part of our internal communications activity. Using key awareness days such as religious celebrations and Pride month, employees are invited to participate in campaigns as well as writing articles and blogs that get shared internally and externally.



"It's so refreshing to work for a company that celebrates Pride in a constructive way. Some companies fall into the trap with Pride, in that it becomes very performative (just changing their logo to a rainbow); whereas Ascentri added to the conversation and created a safe space for their LGBTQ+ employees to be themselves through positive discussions."

–
Wednesday Watson
Talent Acquisition Lead

Launching and embedding our new Diversity, Equity and Inclusion Strategy

| Domain(s) | Success measures | 2022 / 23 progress | Status |
|-------------------------------|---|---|---------|
| Workforce | Breakdown our bigger ambitions for the future into specific measurable and achievable targets | Three out of five strands have been delivered up to this point, and the remaining two are scheduled to be introduced by the summer of 2023. More than 200 employees have participated in online forums, where they have been actively exchanging feedback and ideas to help implement the strategy. | Ongoing |
| Diversity, Equity & Inclusion | Define objectives and action plans across our 5 DEI domains Develop an engagement & reporting framework | We are committed to continuing this work into our 2023/24 objectives. | |

Priority 3



Establish links to social prescribing frameworks

Social prescribing is part of the NHS Long Term Plan, detailing the commitment to personalised care. Social prescribing is an innovative approach to patient care, focusing on non-medical referrals to community and voluntary services to improve overall wellbeing. We have made significant strides in developing resources for our staff within dedicated pages of our intranet. The resources aim to provide our staff with comprehensive knowledge about social prescribing, its applications, and its potential benefits.

Our progress includes creating a robust knowledge base that provides a detailed explanation of social prescribing, its principles, and its application in various healthcare scenarios. Despite the considerable progress made, we acknowledge that there is more work to be done. One of our key objectives in 2023/24 is the delivery of a 12-week training programme on holistic care, which is set to enhance our staff's ability to integrate social prescribing in a meaningful and effective way within their practice. The aim is to reinforce our movement beyond a solely biomedical model of health and instead consider the wider determinants of health in patient care.

In addition, we plan to enhance our existing resources, including updating our knowledge base with the latest research findings, expanding our case studies, and refining our best practice guidelines. We also intend to introduce new features and tools to make the resources more engaging and accessible and increase staff awareness about social prescribing.

In conclusion, while we have made significant progress in developing social prescribing resources for our staff, we recognise that continuous improvement and learning is essential. We are committed to ensuring our staff are well-equipped to implement social prescribing, thus enhancing patient care and outcomes.

| Establish links to social prescribing frameworks | | | |
|--|--|---|---------------------------------|
| Domain(s) | Success measures | 2022 / 23 progress | Status |
| Patient Care | Establish links with social prescribing frameworks | We've made progress in developing intranet resources on social prescribing for our staff, providing a comprehensive knowledge base. We have created a 12-week holistic care training to be delivered in 2023, to better implement social prescribing in patient care. | Partially completed and ongoing |
| | Develop social prescribing resources | | |
| | Create staff awareness of social prescribing, resources and referral methods | | |

Statement of assurance from our Executive Team

During 2022/23 Ascenti provided NHS Community Physiotherapy and Advanced Physiotherapy MSK assessment and treatment services to over 20 NHS organisations. Ascenti has reviewed all available data regarding the quality of the NHS services we have delivered.



Participation in clinical audits and confidential enquiries

During the reporting period 2022/23, no national clinical audits and no confidential enquiries covered the NHS services that Ascenti provides.



Participation in clinical research

Participation in clinical research demonstrates Ascenti's commitment to improving the quality of care we offer and to making our contribution to wider health improvement. Ascenti has published a [whitepaper](#) on the effectiveness of Ascenti Reach, our end-to-end clinically-led 'Supported Self-Management' app, and supported staff with research as part of Masters and PhD programmes.



Care Quality Commission

Ascenti is registered with the Care Quality Commission (CQC) for the regulated activity of 'treatment of disease, disorder or injury'. Ascenti has no conditions placed on its registration and there have been no inspections to report on. The CQC has not taken any enforcement action against Ascenti during 2022/23. Ascenti has not participated in any special reviews or investigations by the CQC during the reporting period. During 2023/223we provided all assurances to the CQC as part of the transitional monitoring approach.



Secondary uses services

During 2022/23, Ascenti did not submit records to the 'Secondary Uses Service' for inclusion in the Hospital Episode Statistics.



Payment by results

Ascenti was not subject to the payment by results clinical coding audit during 2022/23 by the Audit Commission.



Commissioning for quality and innovation payment framework (CQUIN)

A proportion of Ascenti's income in 2022/23 was conditional on achieving quality improvement and innovation goals agreed between Ascenti and contracts incorporating the CQUIN framework. These schemes include:

- Friends and Family survey targets
- Staff friends and family survey targets
- Shared decision making
- GP education
- Sharing learning from practice
- Patient education



Duty of candour

Our Duty of Candour and Whistleblowing policies are available to all staff and are aligned with CQC regulation 20. We aim for the highest ethical standards by encouraging a culture of openness, transparency and candour throughout our organisation. To support this, we have developed specific duty of candour training for our induction and mandatory training programme. We have also integrated duty of candour triggers into our risk-based complaint and incident pathways within our Datix Cloud IQ system and established dashboard reporting to have greater oversight of compliance.



Freedom to speak up

Freedom to Speak Up Guardians support workers to speak up when they feel that they are unable to do so by other routes. They ensure that people who speak up are thanked, that the issues they raise are responded to, and make sure that the person speaking up receives feedback on the actions taken. Guardians also work proactively to support their organisation to tackle barriers to speaking up. Ascenti have an appointed a Freedom to Speak Up Guardian, however the principles of Freedom to Speak Up are actively promoted by our Governance Team and throughout our organisation through the creation of an open, just and learning culture.



Data quality

Ascenti operates management systems that ensure the quality and integrity of our data. Good quality information is essential for effective patient care and quality, through being able to measure, monitor and report upon our data.

We have a dedicated Management Information team and all members are employed for their attention to detail and analytical skills. Quality is assured via a number of procedures and ensuring all SQL queries and codes used for data retrieval from our bespoke database are peer reviewed.



Data Security and Protection Toolkit

For 2022/23, Ascenti completed our Data Security and Protection Toolkit submission and are compliant with the National Data Guardian's Data Security Standards, meeting statutory obligations on data protection and data security. This includes our compliance with the National Data Opt-Out.

We continue our commitment to maintain both an effective ISO 27001 management system and our quarterly meetings that focus on ensuring the quality, integrity and security of our data. We have also engaged a third-party organisation to assess our Data Protection framework, auditing and ensuring our ongoing compliance.



Safeguarding

Safeguarding is a fundamental aspect of our commitment to providing high-quality care and protecting the well-being of our patients. We believe that everyone has the right to live a life free from harm, abuse, and neglect, and our policies, procedures, and practices reflect this conviction.

As part of our ongoing dedication to safeguarding, we conduct an annual Section 11 audit to assess and ensure our compliance with the safeguarding requirements outlined in the Children Act 2004. This comprehensive audit evaluates our processes, training, and governance structures, enabling us to identify areas for improvement and ensure we maintain the highest standards in safeguarding practices.

By consistently reviewing and updating our safeguarding measures, we not only ensure compliance with legal obligations, but also create a safe and supportive environment for our patients, staff, and visitors. Our commitment to safeguarding is unwavering, and we will continue to prioritise the well-being and safety of all those who engage with our services.

CQC Registered Manager statement of assurance

Ascenti continues to be a registered provider with the Care Quality Commission (CQC) under the Health and Social Care Act 2008. Ascenti Physio is registered as a location for the regulated activity 'treatment of disease, disorder or injury (TDDI)'. Ascenti does not have any conditions placed on its services and the Care Quality Commission has not taken enforcement action against us during the reporting period to year ending 31/03/2023.

Ascenti has not been subject to any special reviews or investigations by the CQC during the reporting period. Over the previous year, we have taken part in provider engagement meetings to report on the performance of the injection therapy service. This has been useful to provide main updates to the CQC as well as assurances that we are providing a safe service for our patients and staff. We continue to engage with the CQC by keeping up to date with news and information on their participation platform, alongside attending webinar events, to receive updates as they transition in their regulatory approach. We await an update on our new relationship manager and continuing to evidence best practice in line with the new quality statements. We are waiting on a formal CQC inspection which will provide validation of the quality and safety of care that we deliver.

The last year has seen lots of changes within Ascenti, these include:

- Revised injection clinic inspection forms to demonstrate compliance with CQC standards.
- Revisions to our local medicines management standard operation procedures (SOP) to deal with extremes of temperature.
- Introduction of a 'Peer Review and Competency Form' for our injection therapists to support their continual professional development whilst also providing assurances that our staff are competent and safe working with patients.
- Central Electronic Medicines Register (CEMR) rolled out to all areas delivering injection therapy services. Continued review of the CEMR to record the journey of our medicines but ensure its quick and easy for our staff to navigate. This also includes quarterly audits on CEMR for stock and anaphylaxis kits.
- Injection therapy treatment notes audit identified areas for improvement and a chance to ensure standardisation across all notes and an action plan implemented including a training session from our consultant physiotherapist.
- Weekly clinical support sessions as a forum for all our Advanced Physiotherapy Practitioners and First Contact Practitioners, providing peer support and clinical support from subject matter experts in Clinical Pharmacy and Orthopaedics.

In 2023/24, we look forward to further enhancing our services and systems. By continuing to develop, we will ensure our regulated services are continually challenged and benchmarked for quality improvement and together with our wider governance systems, ensure we deliver services that are safe, caring, effective, responsive, and well-led.

Tara Tolan

CQC Registered Manager

Infection Prevention Control statement of assurance

At Ascenti we are committed to providing a safe and hygienic environment for our patients, visitors, and staff. We have implemented a comprehensive infection prevention and control framework which focuses on the requirements of the Health and Social Care Act 2008: code of practice on the prevention and control of infections, clinical guidelines from the National Institute for Health and Care Excellence (NICE) and the National infection prevention and control manual for England 2022.

We have an Infection Control Lead who has completed an accredited Royal College of Nursing Infection Prevention & Control (IPC) training course and attends annual IPC refresher training. All staff are required to complete mandatory IPC training via our online training platform.

The IPC Lead collaborated throughout the year with Governance, Health & Safety, Facilities & Estates and the CQC Manager. To support the guidance in the National Standards for Cleanliness 2021 we have conducted a risk assessment and reviewed cleaning services, any gaps identified have been added to our risk register and have been monitored through the Risk, audit & compliance committee.

Our infection control measures include regular hand hygiene, appropriate use of personal protective equipment, effective cleaning and disinfection practices, safe management of sharps and management of potential outbreaks. We have an overarching Standard Infection Control Precautions policy which links into additional IPC key policies which include Hand hygiene and dermatitis policy and the Safe management of sharps and inoculation injuries.

We are aware that healthcare workers are at risk of developing dermatitis from frequent hand hygiene. To enable and support Staff to comply with Infection control guidance we have provided equipment, products and guidance which facilitate effective hand hygiene and reduce the occupational risk of dermatitis.

To promote and raise awareness of IPC, the IPC lead has collaborated with the communications team and assurances manager to provide information to our Staff on IPC topics which include World Hand Hygiene Day, PPE, World Sepsis Day, Influenza, COVID-19, Living with respiratory infections.

We have reviewed and updated our COVID-19 protocol in line with national guidance, this resource is for Clinical and non-Clinical Staff and provides information on respiratory infections including COVID-19.

We've encouraged all staff to report any IPC incidents through our incident reporting system. We've reviewed all incidents promptly and take appropriate corrective actions to prevent recurrence and ensure continuous improvement.

We've remained committed to continuous improvement and strived to provide a safe and healthy environment for everyone who accesses our services.

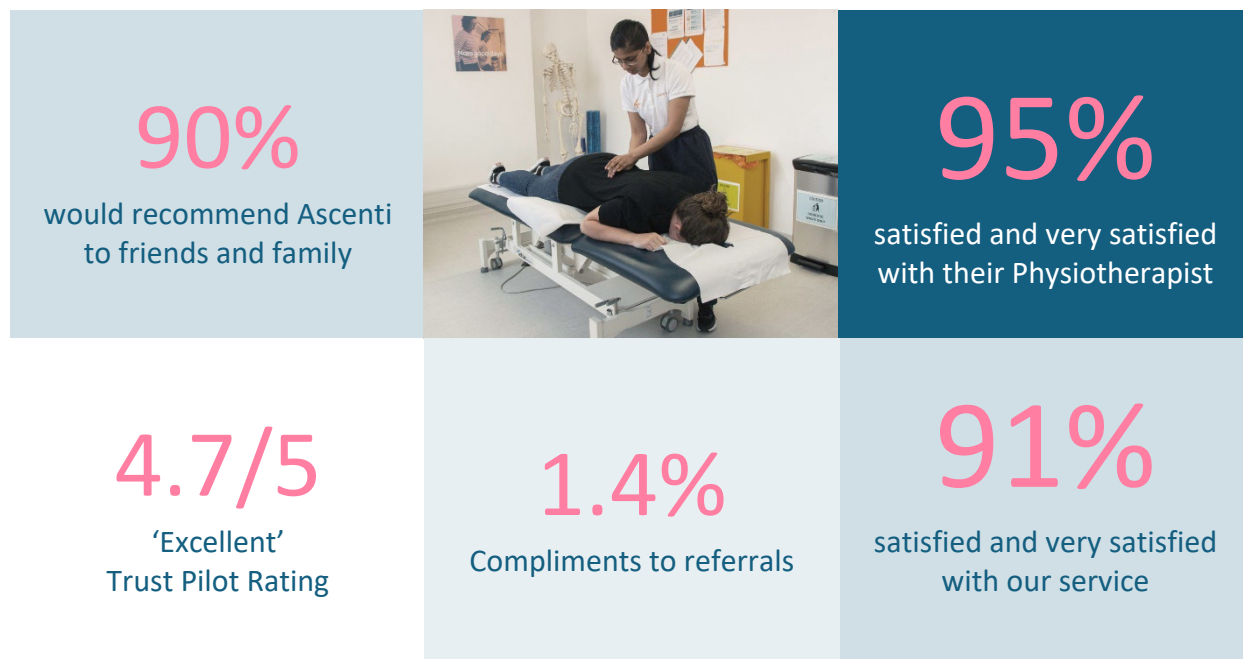
Carole Sealey RGN
Senior Clinical Governance & IPC Lead

Part three

Positive patient experience

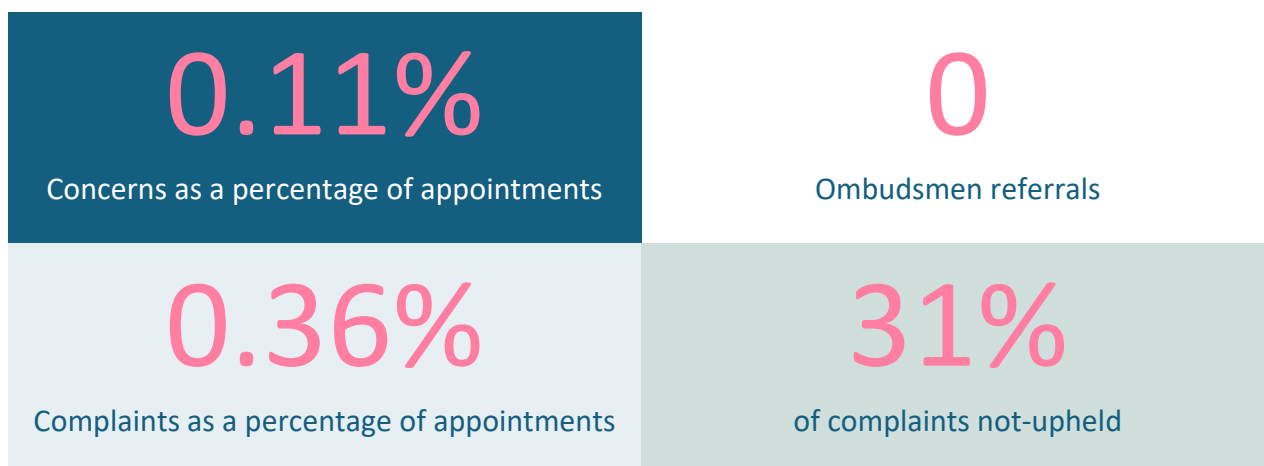
We aspire to achieve high standards in all we do. Understanding the experience of our patients is essential to ensure we continually meet the standards of excellent care we strive to achieve.

Survey feedback



Joanne was very professional and approachable throughout, and the treatment experience was very comfortable. I was reassured that I didn't need a scan and this was fantastic news. I was also provided with useful exercise plans following discharge that I can take to my Personal Trainer.
NHS Patient

Complaints



Professional, friendly and effective

★★★★★

"My sessions with the Ascenti physiotherapist included a full assessment, a programme of exercises and regular reviews with physical manipulation of my neck and shoulder. The therapist was friendly and patient, explaining each process thoroughly, could not have been better. Ascenti's online system allows daily access to the suggested exercises with reminders of how to complete and of number of sets needed. The ability to log each days exercise session serves as a prompt to keep going with the programme.

As a result of this excellent intervention I am now able to manage my osteoarthritis without resorting to painkillers and have resumed daily activities I had thought I would not be able to do again. Thank you Ascenti."

by Maggie Lawrence - Posted on 17 November 2022

Visited July 2022

Successful physiotherapy

★★★★★

"I was given the correct exercises for my injury and good advice with each visit, instructions were sent to my phone so I could send results and see how they were improving me. Very friendly people seen and I have kept the exercises and I'm still doing them as advised. I can now do all sorts of things I couldn't do and am in a lot less pain. So very pleased and thank you very much."

by Francine Murphy - Posted on 18 November 2022

Visited August 2022

Patient and understanding

★★★★★

"I've been seeing my physio at Ascenti since August and he has been great, he has been very patient and understanding. He took time to listen to my concerns and was very reassuring. Although I am not entirely "fixed" he has assured me that things will get better given time and if I carry on doing the exercises that he gave me. The app was great, enabling me to carry out my exercises and logging how I got on. Altogether a good experience."

by Tina W - Posted on 15 December 2022

Visited August 2022

Best practice

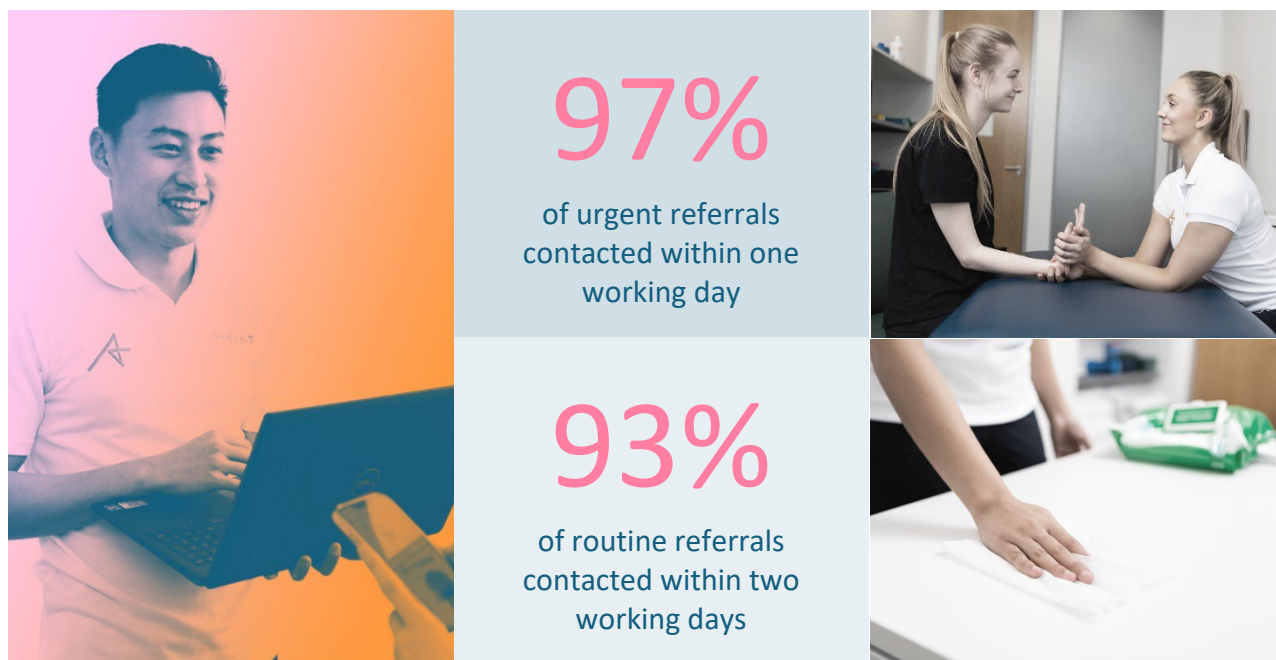
★★★★★

"A more courteous, knowledgeable and efficient team of physiotherapists I have yet to be treated by. This is the second time I have had to use their services and have not been disappointed."

by John Forsyth - Posted on 16 December 2022

Visited September 2022

Service performance



Enhancing patient safety



Incidents

We actively promote the reporting of incidents and underpin this by creating a positive safety culture. Achieving a high level of reporting is essential for ensuring we actively identify opportunities to learn and improve our services, improving safety and satisfaction.

Incidents do not necessarily mean harm, rather a deviation from expected delivery, and can relate to matters such as procedures, policies and systems. Underpinning our incident reporting and investigation systems with 'human factors principles' provides significant advantages to the depth of technical analysis and learning opportunities we can achieve.

We remain dedicated to prioritising patient safety and providing high-quality care for our patients. As part of our ongoing commitment, we continue to work towards the comprehensive implementation of the NHS Patient Safety Incident Response Framework. This framework emphasises a systematic and consistent approach to incident reporting, investigation, and learning from patient safety incidents. By adopting best practices and fostering a culture of openness and transparency, we aim to identify risks and mitigate potential harm to our patients.

Our ongoing efforts to implement the Patient Safety Incident Response Framework will enhance patient safety, support continuous improvement, and ensure the delivery of the highest quality care at Ascent.

We recognise high incident reporting as a positive indication that our systems of reporting are effective. During the reporting period we recorded 0.27% incidents as a percentage of appointments. This includes reporting unexpected clinical findings (26%), such as red flags and masqueraders, which is a positive reporting behaviour, demonstrating our staff are routinely identifying signs and symptoms of potential serious pathology and taking appropriate action.

Serious incidents

We have had no serious incidents during the reporting period.

Elevating clinical effectiveness



The above statistics represent patient recovery at the point of discharge. Our patients are discharged from our service at the point of being able to continue their onward recovery independently through self-management.

www.ascenti.co.uk

T: 0330 678 0850

E: contact@ascenti.co.uk