



## MANAGEMENT ANSWERS

# ANALYTICAL TECHNIQUES FOR REACHING DECISIONS

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Candidate Name.....

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Explain the analytical techniques you used when reaching your decisions

## **ANALYTICAL TECHNIQUES**

The purpose of analytical techniques is to ensure that the Quality of service provided by the Home is maintained and improved where appropriate and to identify and rectify any trends which may occur.

The person responsible for managing the analytical techniques is the Quality Manager

## **THE PROCEDURE**

Every month the Quality Manager will analyse the following records:

- Staff

Staff sickness and absence, looks at trends such as sick every other Friday, partner's bingo night etc. graphs to ensure clarity

- Purchaser

Valid and value purchases, discrepancies, returns where necessary. graphs to ensure clarity

- Resident

Care Plans up to date, reviews, changes in needs. Graphs to ensure clarity

- Relatives

Their concerns, update information (change address etc). Graphs to ensure clarity

- Complaints

Monitor numbers, resolution issues, trends. Graphs to ensure clarity

- Record of Referrals

Referrals consistent with full occupancy, supplier contact and relationship building. Graphs to ensure clarity

- Admission / Discharge Records

Numbers of admissions and discharges, any trends. Graphs to ensure clarity

- Violent Incident Records

Gives a good indicator into client behaviour assessment, numbers and trends, Care Plan adjust-

ments. Graphs to ensure clarity

- Accident Records

Gives a good indicator into client needs, numbers and trends, Care Plan adjustments. Graphs to ensure clarity

- Occupancy Levels

Trends, marketing, Graphs to ensure clarity

The details from each record mentioned above will be documented in the form of graphs which will be displayed in the Office and reviewed as part of the Management Meetings.

Any trends which occur will be highlighted and a Preventive Corrective Action Report raised as appropriate.

Should the results of the analysis indicate that changes are required to the operating procedures, the Quality manager will document and authorise the change.

Any changes which involve amendments to any part of the Quality System will be identified by the Quality Manager and implemented as documented in Quality Procedure - Document and Data Control.

