

Tendable - Quality and Regulatory Compliance Manager

Service description

Tendable is a comprehensive, cloud-based QA/QI platform designed for NHS acute, community, mental health, ambulance and local authority social care providers. It provides real-time ward-to-board visibility of quality, enabling organisations to move from retrospective assurance to continuous, proactive quality improvement.

At the core of Tendable is the **Tendable Touch**- our partnership-led approach to developing and implementing quality solutions *with* clinical teams, not just *for* them. We believe quality is a shared responsibility across the organisation, regardless of role or seniority. By combining frontline usability with executive-level insight, Tendable helps organisations embed quality as part of everyday practice rather than a compliance exercise.

Driving measurable value and operational efficiency

By replacing fragmented, manual audit processes with a single digital platform, Tendable enables **demonstrable return on investment through reduced audit administration and duplication**. Automated reporting, dynamic audit scheduling and inbuilt risk stratification significantly reduce non-value-added activity for both frontline staff and management.

This standardised yet flexible approach enables **faster rollout of Trust-wide quality improvement at scale**, ensuring consistent quality assurance across wards, services and care settings while still allowing local ownership.

Inspection readiness and risk reduction

Tendable supports organisations to remain inspection-ready at all times, contributing directly to **improved inspection readiness and accreditation outcomes**. Inbuilt evidence libraries aligned to regulatory frameworks such as CQC, NICE, NHSE, PSIRF and National Standards of Healthcare Cleanliness remove the burden of manual evidence collation.

Real-time dashboards provide **executive visibility of organisational quality performance**, enabling leadership teams to identify emerging risks early and take informed action. This supports **reduced operational risk through early issue detection and escalation**, shortening the time between identification, action and resolution.

Empowering staff and strengthening governance

By simplifying audit workflows and focusing effort on areas of highest risk, Tendable delivers **increased staff productivity and more time for patient care**. Shared draft functionality supports multi-disciplinary working, improving the quality and consistency of audits while strengthening staff engagement in quality assurance.

Standardised processes and automation lead to **lower compliance management costs through automation and standardisation**, while ensuring **consistent quality assurance across all services and care settings**.

At a governance level, Tendable provides a complete audit trail and robust analytics that enable **evidence-based governance supporting confident regulatory and board reporting**. Leaders can demonstrate oversight, assurance and continuous improvement with confidence.

A long-term quality improvement partner

Tenable is more than a software platform. Implementation is supported by an in-house clinical team and professional change managers who work alongside organisations to ensure adoption, engagement and sustainability. Ongoing access to product innovation ensures **long-term value through continuous optimisation and platform innovation**, with new capabilities shaped by customer feedback and evolving best practice.

A modular, integration-agnostic platform

Tenable supports the full quality lifecycle through a modular suite including Audits, Checklists, Clinical Audits, Patient and Staff Feedback, Accreditation, Incidents, Regulatory Compliance and Action Management. All modules are underpinned by a sophisticated analytics engine with AI-enabled risk stratification, allowing organisations to prioritise what matters most and focus effort where risk is highest.

The platform is available across mobile, tablet and desktop devices, enabling staff to capture high-quality evidence at the point of care. Role-based access control and real-time notifications support two-way communication between frontline teams and management, ensuring accountability and timely escalation.

Tenable is fully **integration-agnostic**, enabling data to be triangulated with existing systems such as EPRs, BI tools and governance platforms. This ensures organisations can maintain their existing digital ecosystem while benefiting from a single, trusted source of quality intelligence.

The core product:

All functionality to run, manage, report and analyse a quality audit programme including:

- Self service administration portal, including user management, inspection management, scheduling
- Inspection module via mobile app, tablet, and desktop
- Auditing under standard, peer and expert categories to allow validation of audit results.
- Full reporting and analytics suite
- Up to five audit topics (such as IPC / Prevention of Harm / Environmental / Documentation)
- Actions & notifications
- Output API to allow data to be ingested by your organisations BI systems

Add-on modules and integrations:

Unlimited audit applications

Drive audit and inspection with Tenable into every corner of your organisation and maximise the business value - no limits on audit areas or audit types.

Checklists

Manage equipment and service compliance using Tendable to record checks, identify problems and notify staff of purchasing and maintenance needs. Integrate data into our analytics and reporting platform to get a holistic view of risk

Patient feedback

Easy access patient feedback at ward and clinic level allowing both mandatory and locally driven feedback all integrated into the tendable reporting and quality structure.

Staff feedback

Provide a channel for real-time staff feedback , providing an opportunity for faster identification of less structured issues and their resolution.

Regulatory compliance

Test your organisation at a unit and organisation wide level against the prevailing regulatory standards, be it CQC guidelines or more specific standard sets such as JAG.

Accreditation

Manage and streamline complex accreditation programmes with Tendable, using standard methodologies, flexible reporting, specialised features, and digitised processes to simplify this increasingly important quality process and increase coverage.

Enhanced Improvement planning

Combine actions identified outside inspections with those identified during inspections to get a comprehensive view of task management status and ensure that risks are mitigated on a timely basis.

Incident management

Record incidents, track resolution, report and analyses all using the same simple Tendable user interfaces, controls and structures in a compliant manner with PSIRF

Clinical audit

Bring the processes of clinical audit under the same Tendable system and reporting, tailored to the specific dynamics of a clinical audit programme. Ensure data integrity.

Integrations

Tenable can integrate with complementary products either instead of proprietary Tenable modules and additional fields such as hospital EPRs.

In each case the integration will enable the user to enrich their view of quality across more data context and also allow time savings in quality assurance through sharing of data. Federated Data Platform.

Standard service plan

All Tendable products are based on self-service principles so that, once past the initial Tendable touch set up, the customer will be able operate, customise and adapt the configuration of the product to fit their changing needs.

Tendable provides training at all stages of the contract to ensure that the customer has the tools to manage ongoing configuration changes and account administration.

The customer will be expected to manage and execute configurations changes but will be supported to make the most of any new features developed within the purchased modules to ensure that they have the opportunity to use Tendable functionality to achieve the best outcome for their business.

Enhanced service plan

We recognise that some customers will require assistance with major reorganisations, both organisational and within quality programmes, and the configuration changes to supporting tools like Tendable which come with that.

The Extended service plan provides Tendable support to both validate programme changes at a clinical level, using Tendable clinical experts, and also to execute changes utilising the product to the best of its ability.

The enhanced plan also comes with proactive analysis and feedback on customers programmes at a detailed level to allow a programme of continuous improvement based on enhancement of quality process alongside customer improvement programmes.