

Tendable – Dynamic Quality Audit and Assurance Platform

Tendable's Dynamic Quality Assurance Platform is a cloud-based digital solution used by NHS acute, community, mental health, ambulance, and local authority care providers. Recognised as the gold standard for digital auditing, it hosts over 1.6 million inspections annually, covering everything from hourly equipment checklists to full MDT accreditations. The platform provides real-time visibility from the point of care to executive level, supporting a shift from retrospective assurance to continuous, proactive improvement.

At its core is the **Tendable Touch** – our co-designed approach developed in partnership with frontline teams. The platform empowers all roles across the organisation to take part in quality assurance, blending intuitive audit tools with deep analytical insight to embed improvement into day-to-day practice.

Modular, Interoperable and Built for Care

Tendable supports the full quality lifecycle through a modular suite spanning Audits, Checklists, Clinical Reviews, Accreditation, Feedback, Incidents, Compliance Monitoring and Action Management. It includes **customisable audit content**, scoring, and benchmarking against a peer set of similar providers. Best-practice audit programmes (e.g. medicines management, IPC, falls, hydration, NSoHC) are available, supported by our in-house clinical team.

Audits are conducted via a **mobile-first interface** (Android, iOS, tablet or desktop), with full offline capability. Role-based access and flexible scheduling ensure the right people see and complete the right audits at the right time. Inbuilt **AI-powered risk stratification** dynamically highlights high-risk areas, enabling smarter prioritisation of effort. The platform also supports **triangulated insights**, comparing results across data sources such as peer audits, expert reviews, patient feedback and incident trends.

Tendable is **integration-agnostic**, interoperating with EPRs, Power BI, Radar, InPhase and other systems. A comprehensive admin portal allows teams to manage audits, users and reports autonomously.

Realising Value and Driving Efficiency

By digitising and unifying quality assurance processes, Tendable enables a **demonstrable return on investment** through reduced administration, duplication and reporting overhead. Real-time insights, automated report generation and targeted audit scheduling save time for both clinical and management teams. Risk stratification further **eliminates low-value audit activity**, ensuring effort is spent where it matters most.

This efficiency enables faster Trust-wide rollout, while maintaining flexibility at local or departmental level. Whether across a small team or multiple hospital sites, the platform delivers **scalable, consistent improvement**.

Inspection Readiness and Risk Management

Tendable helps organisations maintain inspection readiness at all times, with **automated evidence libraries** mapped to CQC, NICE, NHSE, PSIRF, and NSoHC requirements. This removes the burden of evidence collation and improves assurance.

Real-time dashboards provide executives with a clear view of organisational quality performance and outliers, enabling earlier intervention. **Structured, continuous tracking of audits, risks and actions** reduces time to resolution and strengthens governance. Notifications and risk alerts ensure the right leaders are informed and accountable.

Frontline Engagement and Evidence-Based Assurance

Designed for ease of use, Tendable increases audit participation and **improves the quality of captured evidence**, including photos, notes and comments. Shared drafts and MDT roles support collaborative inspections, and **real-time feedback** enables staff to act immediately on findings.

The platform supports **automated compliance tracking** and audit trails, producing **objective, board-ready evidence** for regulators, accreditation panels and internal assurance processes. Quality governance becomes transparent, data-driven and demonstrably effective.

Partnership and Continuous Innovation

Implementation is supported by Tendable's clinical and change management teams, who work alongside customers to design, configure and embed the platform for sustained adoption. The platform is continuously enhanced based on customer feedback and sector best practice, delivering **long-term value through innovation**.

Key Benefits

- Demonstrable return on investment through reduced audit administration and duplication
- Faster rollout of Trust-wide quality improvement at scale
- Improved inspection readiness and accreditation outcomes
- Real-time executive visibility of organisational quality performance
- Reduced operational risk through early issue detection and escalation
- Lower compliance management costs through automation and standardisation
- Increased staff productivity and more time for patient care
- Consistent quality assurance across all services and care settings
- Evidence-based governance supporting confident regulatory and board reporting

- Long-term value through continuous optimisation and platform innovation

The core product:

All functionality to run, manage, report and analyse a quality assurance 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:

Additional audit applications

Additional audit topics audit (beyond the core 5) can be procured incrementally

Alternatively you can upgrade to an enterprise model where you can drive audit and inspection as widely as possible and build ever increasing visibility and value throughout the organisation.

Checklists

Manage equipment and service compliance using Tendable to record checks, identify problems and notify staff of purchasing and maintenance needs.

Improvement planning

Take management of single issues identified in inspection, audit and incident processes up a level to manage multi-event or generic issues through identification, resolution planning and execution and closure.

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.