



Healthcare Guardian LFPSE Incident, Audit, NICE, CQC Compliance, Performance and Assurance

(formerly known as InPhase)

Service Definition Document

G-Cloud 15

Lot 2b Software as a Service (SaaS)

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Company Overview

Ideagen brings clarity and confidence to those businesses that put resilience at the heart of their operations.

Trusted by over 18,000 organisations worldwide – including over 1000 government agencies, more than 2000 hospitals and healthcare settings, as well as education, blue light services, life science and not-for-profit – our AI enabled solutions are proven to keep people, products and processes safe, increase efficiencies and streamline operations.

By unifying decades of deep regulatory expertise and innovation with affordable, best-in-class software we provide trusted, meaningful intelligence to support regulated and high-compliance industries with their audit, risk, health and safety, quality and compliance needs.

We are committed to continually improving the quality of our solutions, the environmental impact of our operations, and the security of the information that we safeguard. This commitment is demonstrated by our company certifications to ISO 9001, ISO 14001, ISO 27001 and ISO 45001. Ideagen also follows the guidance provided by ISO 26000.

Service Overview

Overview of the Service

Ideagen Healthcare Guardian is for NHS and other Healthcare Organisations looking for a solution to manage and improve one or more of the areas of quality Assurance, Governance, Patient Safety, Incidents, Risk, Action Management, Performance and Compliance.

The product is designed to support you in a Plan-Do-Check-Act approach to continuous improvement in each area and collectively.

It is a suite of modular apps and options that provide triangulation between and within each app and is fully customisable and extensible.

It links together all areas of quality assurance, auditing, inspections, incidents, risk, action plans and performance management to bring a coherent information triangulation to all wards, units, divisions, regions and directorates of a hospital, trust or organisation.

Healthcare Guardian is the latest generation in improvement management solutions, designed specifically for the healthcare sector.

Apps are

- **Beautiful and intuitive to use for end users** – saving clinical and administrative time
- **Easy to manage** – with as much attention paid to the admins user interface
- **Triangulated** – bringing together relevant information into a single view, dashboard or report, saving money by consolidating systems, and saving time wasted when staff need to collate from numerous sources before they can see what they need
- **Improvement Action oriented**, with actions integrated into each application area and collectively, with Plan-Do-Check-Act built in for each aspect, reducing duplication and making sure that what needs doing gets done

Module Apps and options include;

- CQC Quality Assurance
- NICE Guidance, CAS Alerts
- Policy Management
- Incidents, Risk, Outcomes and Good Care including LFPSE and PSIRF Investigations, Claims
- Feedback, Complaints, Compliments Friends and Family Test (FFT)
- Audits, Forms and Workflow Management Premise Assurance Model
- Ward Accreditation
- Board Assurance Framework
- Freedom of Information and SAR Case Management Enterprise Risk Registry

- Safeguarding
- Health and Safety
- Mortality
- Chaplaincy
- Freedom to Speak Up
- Information Governance
- Asset Management
- Action Plan Assurance
- Performance Management and Improvement Project Management Office (PMO)
- Plan and Outcomes Integrated Governance Patient and Citizen Portal
- My Oversight Report Designer
- App Designer Live Connect APIs Data Mart
- Microsoft Office 365 Word Report App

Features and Benefits

Customisation

Ideagen Healthcare Guardian is a fully customisable platform using the no-code Designer toolsets for forms and questions, reports and apps. Customisation can be undertaken by your own trained internal teams or by Ideagen consultants.

Mobile

It has also been designed to be accessible from any browser device. This allows ward staff to collect and upload evidence directly to the Oversight application from mobile devices or tablets from the wards or remote locations.

Report Building Capabilities

In an ideal world all information would be shared or communicated digitally, pulling the latest statistics from real-time connections so all decisions are made upon the facts right now. At Ideagen we understand that this is not always possible and that 'static' reports are still an important part of standard processes within all healthcare environments.

To simplify this process Healthcare Guardian has standard connectivity into the Microsoft 360 suite to provide automated report writing capabilities into Microsoft Word.

Outcomes and Deliverables

Healthcare Guardian has been designed to allow healthcare providers to easily see where they are today, but more importantly, to provide a view of where they aspire to be tomorrow and to provide a framework for how the organisation as a whole is going to make that journey together. Hear what some of our Buyers have to say about the outcomes of the solution:

"The product is an open and transparent way of monitoring and engaging with front line clinical teams who can interrogate their own data and see how they compare to other areas in the Trust. This enables the Trust to really understand and focus on where the improvement is required. Providing an ability to highlight areas of good practice to drive quality of care across the Trust." Sue Hickman, Deputy Head of Governance – The Royal Wolverhampton NHS Trust

"We were able to see a live picture of all incidents, risks, quality alerts, and My Chart queries in one place... issues that people were most concerned about were escalated quickly for action." Roisin, Director of Quality Governance, Kings College Hospital

"We went dashboard crazy, But the oversight we now have is incredible." Carrie Carpenter, Trust Patient Safety, Maidstone and Tunbridge Wells NHS Trust

If you want to check out all of our case studies and brochures, these can be found on the link below:

<https://www.inphase.com/resources/brochures-case-studies>

Technical Requirements

Ideagen Healthcare Guardian is accessible through modern browser—such as Microsoft Edge, Chrome, or Safari on iOS—across devices including PCs, laptops, tablets, and smartphones.

Hosting Options and Locations

For UK Users of the service, all data is stored in the Microsoft Azure Cloud in the UK South (London) region. UK West (Cardiff) is regional pair for DR and high availability. All data storage is geo redundant and will never leave the specified regions.

Data Back-Up and Restoration

Ideagen uses Azure Backup to protect the Healthcare Guardian service infrastructure. Azure Backup is Microsoft's native cloud backup solution that provides automated, encrypted backup operations with both full VM and file-level recovery capabilities.

Backups are stored in immutable offsite locations, and restoration can occur on failover hardware or alternate servers at alternate locations. Transaction Log backups are taken every 5-10 minutes, differential backups every 12-24 hours, and full backups are performed nightly and held for 14 days, with multiple backup copies maintained at the data centre for up to 30 days. Ideagen's Disaster

Recovery Procedures allow restoration from offsite DR backups and re-instancing on alternate hardware within defined SLAs.

The Healthcare Guardian service maintains a documented Business Continuity and Disaster Recovery (BCDR) Plan, tested annually with all findings tracked through to corrective action. Testing scenarios cover critical situations including Availability Zone failures and Azure service disruptions that could impact service availability. Cross-functional Business Teams participate in testing exercises to ensure realistic validation of recovery procedures. Further details are available to Buyers upon request.

Security

Information Assurance

Ideagen maintains a suite of Corporate Security Policies cover the management of security for both its internal operations as well as the services Ideagen provides to its Buyers, and applicable to all Ideagen Employees as well as any relevant Third Parties and Stakeholders. These policies, which are aligned with the ISO/IEC 27001:2022 standard to which Ideagen is externally Certified, govern all areas of security applicable to the services. All Policies are formally reviewed and signed off by Management at least annually or on significant change, in line with our ISO 27001 Certification.

Additionally, Ideagen is certified under both Cyber Essentials and Cyber Essentials Plus. A comprehensive overview of Ideagen Policies, Standards, and Procedures, can be supplied upon request.

The information security of the business is currently overseen by our VP Global Cyber Security, who works closely with our IT Teams, our Product Managers and our Group DPO to ensure that all Technical and Organisational Measures are in place and maintained. Ideagen utilises the Microsoft Azure, M365 product suite

and AWS cloud services and therefore has the benefit of the Microsoft and Amazon infrastructure and controls.

Privacy by Design

Ideagen has embedded privacy by design principles throughout its product and development lifecycle, prioritising the protection of user data throughout all processing activities. The service implements core privacy principles including data minimization, purpose limitation, and privacy by default, ensuring users benefit from the highest privacy settings without additional configuration.

The service employs strong encryption and granular access controls to ensure Buyer Data remains secure. Privacy safeguards are integrated from initial design through to data deletion, with regular privacy reviews conducted as features evolve.

Ideagen has appointed a qualified and certified Data Protection Officer who oversees data protection compliance across the organisation and is registered with the Information Commissioner's Office in the UK.

Full details are available in [Data Protection Policy | Safeguarding your privacy](#)

Development Life Cycle

Ideagen delivers its software through Agile methodologies and has adopted the core principles of the Scrum framework, as defined in the Scrum Guide at Scrum.org, to achieve this.

Ideagen Healthcare Guardian developers follow OWASP guidelines. There are Lead Developers who ensure that our development processes are followed, such as peer reviews, testing against the OWASP top 10, etc.

The Cyber Security Unit (CSU) actively undertakes regular penetration testing and vulnerability scans to discover any potential vulnerabilities within Ideagen software.

Our Software Development Lifecycle (SDLC) document forms part of our ISO27001 and ISO 9001 Frameworks and is reviewed by the Document Owner and our Risk & Audit Team at least annually or in the event of a change.

Buyer Responsibilities

Working Together for Success

To ensure you get the most from our Services, we'll need you to designate a primary contact person before we begin. This person will be our go-to for important updates like maintenance notifications and service requests, and should have the authority to handle matters such as data releases, restorations, and configuration changes. Just share their name and email address with us, and we'll make sure they stay informed on everything that matters.

Your Role in Managing the Solution

To help you maintain control and get the best results from our Software and Services, you'll take care of:

- Managing user security and permissions within the Software
- Setting up and maintaining your user desktops and network access
- Implementing, testing, and configuring your database as your needs evolve
- Providing us with accurate information as outlined in our guidance
- Keeping us updated on any operational changes that might affect the Services
- Creating and configuring user accounts
- Meeting your obligations on time and in line with applicable laws

Access and Collaboration

To deliver great service, we may occasionally need access to your equipment, information, data, personnel, or systems. We'll always keep our requests reasonable and work around your schedule. If our Team visits your premises, we ask that you help us maintain a safe and secure working environment, we'll do the same if you visit us!

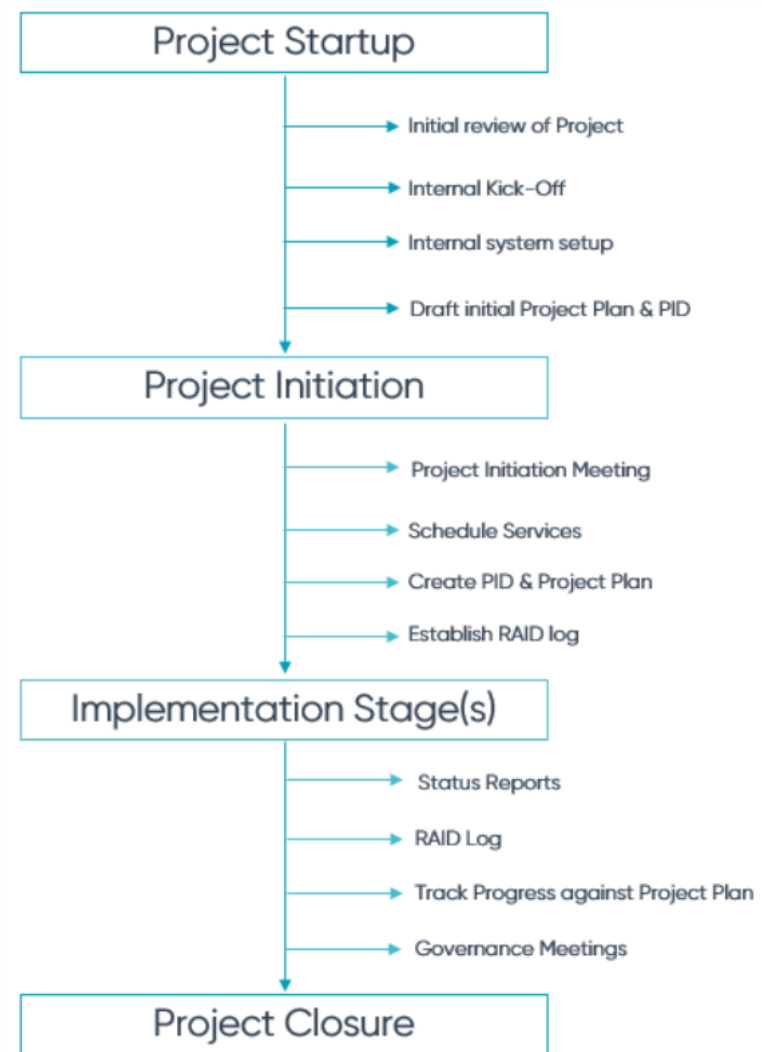
Onboarding and Offboarding

Project Management Services

At Ideagen, we work with some of the biggest names across key industries, supporting them to integrate their new software products into their business and acting as a mentor throughout the process. That's why we have a mature, well established Project Management Framework and Prince2 qualified Project Managers to help guide you through the stages of the software delivery process and ensure your requirements are realised.

Our Project Management Services can include an adapted Prince2 Methodology tailored to the most suitable delivery approach for each project. Including a thorough Project Initiation Stage, the provision of core documentation, progress and governance calls, stage boundary processes, extensive reporting and a risk management strategy with a managed RAID log.

There are 4 key stages to the Project Management Approach at Ideagen. They are shown in the chart below.



Training

Ideagen collaborates closely with Buyers throughout the Implementation Phase, providing a tailored end-to-end "Train the Trainer" approach. Our services include software deployment, user documentation, and e-learning resources. We emphasize the development of clear and measurable learning outcomes, offering consultation to achieve your objectives. Training is conducted by experienced Consultants to ensure effective software adoption aligned with defined learning outcomes.

Service Constraints

A modern browser is required to access Healthcare Guardian.

We plan to deliver monthly updates, each requiring no more than 30 minutes of scheduled downtime.

Outage and Maintenance Management

All Buyer's are informed of any updates via Customer Success Managers and often via email campaigns from our Help Centre (Get notified of solution events, product updates and news).

We aim to release monthly updates that typically require no more than 30 minutes of downtime.

Ideagen is notified of vulnerabilities through our own internal testing along with independent external assessments and system patch monitoring. Each vulnerability is reviewed to determine if it is applicable to Ideagen's hosting environment and its potential impact. If a zero-day vulnerability is discovered, we will assess its impact to the system and if required patch at the earliest opportunity.

All products are monitored using a managed SIEM/UEBA paring. If any thresholds are met, alerts are presented via our ticketing system to our Cloud and Cyber Operations Team with automatic escalation procedures. Ideagen operate a formal Incident Management Policy and confidential processes that form part of our ISO 27001:2022 programe and as such is reviewed and externally audited at least annually. This area is further evidenced through the Ideagen ISO 27001:2022 Certificate and the Statement of Applicability.

Service Levels

Ideagen is committed to delivering high-quality service. Sometimes, routine system maintenance, patching, and updates require occasional planned downtime. Our Cloud Operations Team continuously monitors the solution and allocates resources as needed. When performance issues arise, our Support Team reviews and performs the necessary remediation work.

For all service level information, please refer to: [Ideagen Healthcare Guardian Support Service Level Agreement \(SLA\) – Ideagen Healthcare Guardian | Help | Ideagen Luminare](#)

Ideagen offer three levels of Customer Success Plans which can be purchased offering three levels of support; Premier, Standard and Essential, full information can be found at: [Plan comparisons – Ideagen Customer Excellence \(Standard\)](#)

After Sales Support

You will be assigned a designated Account Manager who will be the primary contact point for any questions post implementation. The Premier Success Plan also provides access to an in-region Buyer Success Manager as well as a dedicated phone number for directly contacting the Support Team.

The Account Manager / CSM will actively seek to contact you to establish monthly and quarterly reviews at a mutually convenient time to ensure that you are maintaining value from your solution, and happy with the service provided by Ideagen.

For all service level information, please refer to: [Ideagen Support Service Level Agreement \(SLA\) – Help | Ideagen Luminare](#)

Access to Data (upon exit)

We want to make sure you have everything you need when our Contract comes to an end. Please remember to download and save any of your data from the Software before the termination date, this is important because your data will be permanently deleted from our systems after that point.

Once the Contract ends, and unless otherwise agreed, we won't be able to maintain your data or other information you've submitted and we'll proceed with deleting all copies from our systems (unless we're required by law to keep them).

If you'd like our assistance extracting your data from the Software, just let us know at least 30 days before your termination date, we'll do our best to help. Please note that any assistance we provide will be subject to our standard professional services rates to cover our time and costs.

Contact Details

Please email g-cloud@ideagen.com with a brief description of your requirements and include the following contact details:

- Name
- Role
- Contact e-mail
- Telephone number
- The solution you are interested in

Ideagen will pass your enquiry to the most appropriate Team Member who will contact you to gather any additional information.