

Provider Generated Quality Concern Guidance

GUIDANCE ON QUALITY OF CARE CONCERNS AND ACTIONS TO TAKE

For the purpose of this guidance; a quality concern is defined as: ***An incident where shortfalls or errors in care practice are apparent but do not constitute abuse or neglect.***

Every care provider should aim to provide effective, high-quality care and support for every individual. When the provider's standards fall short there will be concerns over the quality of care. A quality of care concern is not safeguarding and does not merit a safeguarding concern being submitted. However if concerns regarding the quality of care are allowed to continue unaddressed then there is a risk of the poor care becoming normalised, leading to abuse and neglect, and a safeguarding concern.

Examples of quality concerns (this list is not exhaustive):

- A one-off medication error that has resulted in no harm
- Inadequate staffing levels which are not on-going and has no significant impact upon care provided
- Lack of appropriate equipment or equipment failure to meet assessed needs e.g. hoist slings, slide sheets, continence pads, where no harm has occurred
- Lack of Personal Protective Equipment or failure to follow infection control procedures where no harm has occurred
- Resident on resident altercation which does not result in harm and action is taken to reduce risk
- Isolated missed care calls which does not increase the risk of harm to the adult
- Pattern of care calls not attended on time, which does not increase the risk of harm to the adult
- Money is not recorded/stored safely or properly
- Incident of records not being completed satisfactorily
- No activities/stimulation available

Identify. Establish if the concern is a quality concern using the definition and examples above.

Check. Fact find to check what has happened with the people involved. (This is not about blame but finding out the correct information in order to address the concern). When an adult being cared for is involved use appendix 1 to help support your concerns and establish what the adult would like to happen. If there is no adult directly involved, use appendix 1 to support you in considering how to address the concern.

Action Use appendix 2 to help decide on the most appropriate action plan (appendix 1 can be used to note the action plan).

Record and review. Record all quality concerns in a format that allows themes and trends to be identified and record an action plan. Review the action plan at a time specified within appendix 1 to assure that the action has been undertaken and been effective to address the concern. There is no requirement to notify the CQC of a quality concern. However, your records should be available to contract officers to demonstrate you have identified a quality concern and the action taken.

Examine. Review your quality records for patterns of quality concerns. A pattern could be a safeguarding concern. Remember safeguarding duties apply to an adult who:

- has care and support needs
- is experiencing, or at risk of, abuse or neglect

AND

- as a result of their care and support needs, are unable to protect themselves from either the risk of, or the experience of abuse or neglect.

If you consider there is a safeguarding concern please complete and submit a safeguarding concern form found [here](#).



Appendix 1: Use this to share your concerns with the adult or where there is no adult identified to help address the concern.

NAME:					
COMPLETED BY:				Date:	
What are you worried about?	What is going well?	What needs to happen?	Who is going to do what?	When is this going to be done by?	Review date

Appendix 2: Aide Memoire for Service Quality Concerns

If an incident does not meet the criteria for a safeguarding enquiry under Section 42 of the Care Act 2014, service quality issues must be challenged and other areas must be considered, recorded, resolved and monitored by the Provider.

Nature of the Incident:	
Person (s) Involved:	
Date:	
Name of person reviewing incident:	
Points for Consideration	Actions Taken
Complete a review of the care plan for those involved	
Complete a review of the relevant risk assessments	
Address any staff professional conduct concerns	
Address any professional boundaries	
Is a care assessment required	
Analyse staff competencies	
Address any identified training needs	
Provide supervision with relevant individuals	
Is there any internal disciplinary action to be taken	
Complete a review of relevant internal process	
Complete a review of any relevant policies and procedures	
Signpost to other agencies for additional support	
Notification to other agencies for further action if applicable	
Source further guidance	