

Quarterly Quality Assurance Report

1 May 2021 to 31 July 2021

Total number of concerns previous quarter : 60

Total number of concerns this quarter : 82

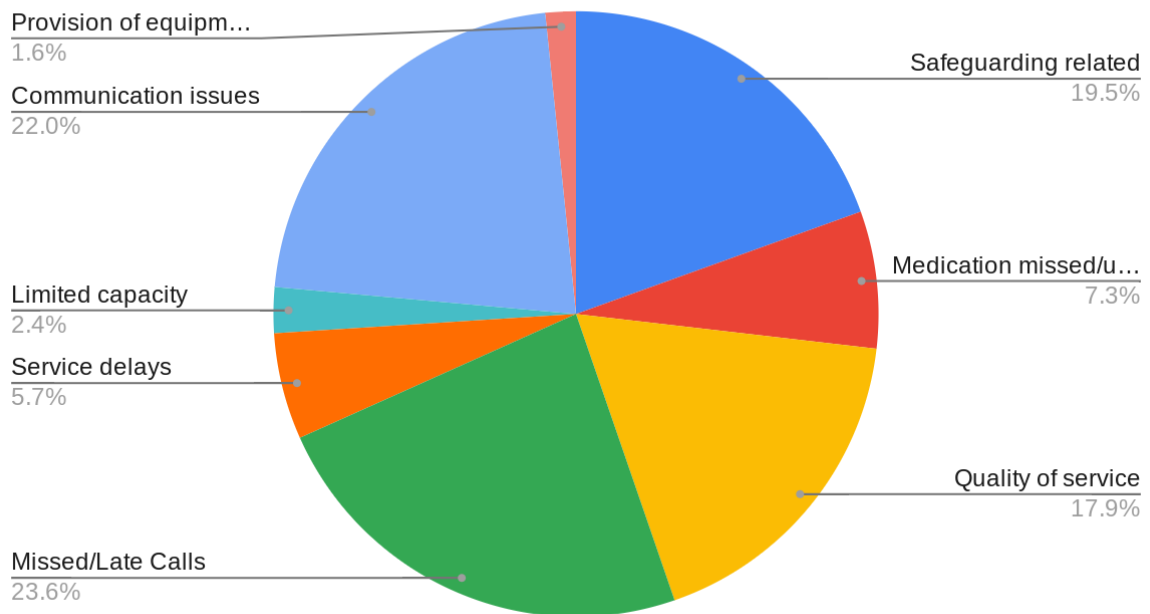
Homecare concerns : 61

Care Home concerns : 17

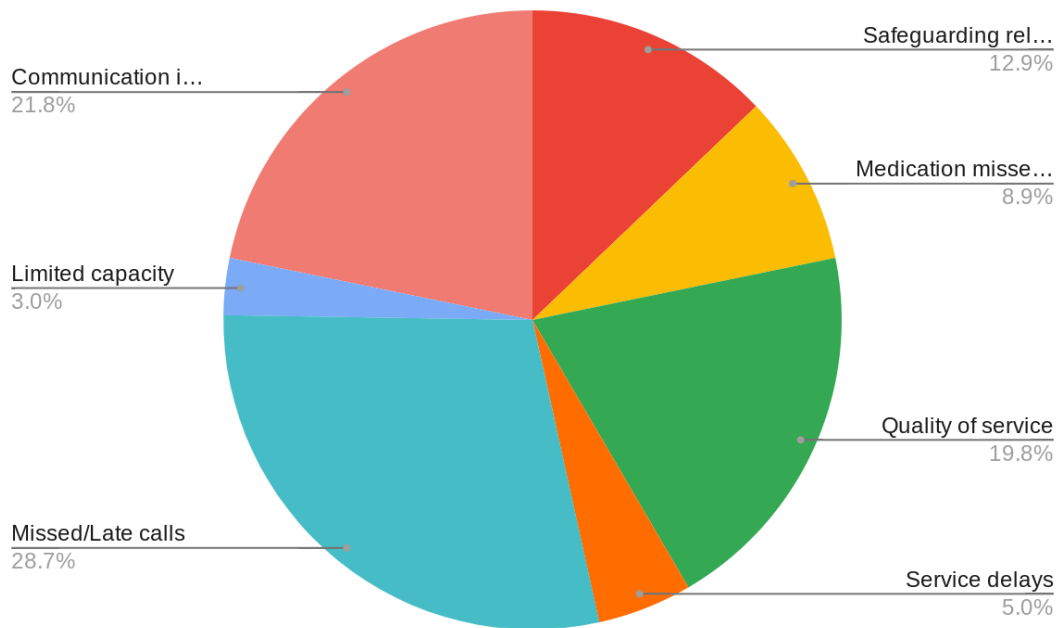
Other providers : 3

Any questions, please contact michelle.murray@kingston.gov.uk

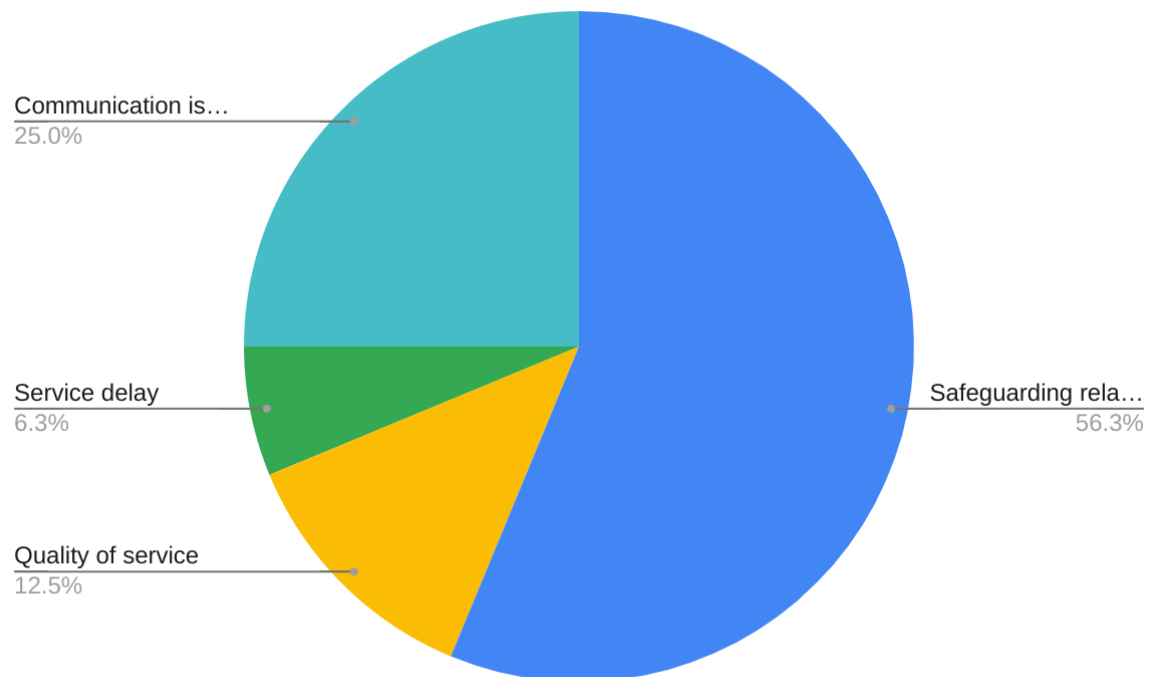
Overall Quality Concerns in Quarter



Home Care Concerns by Type



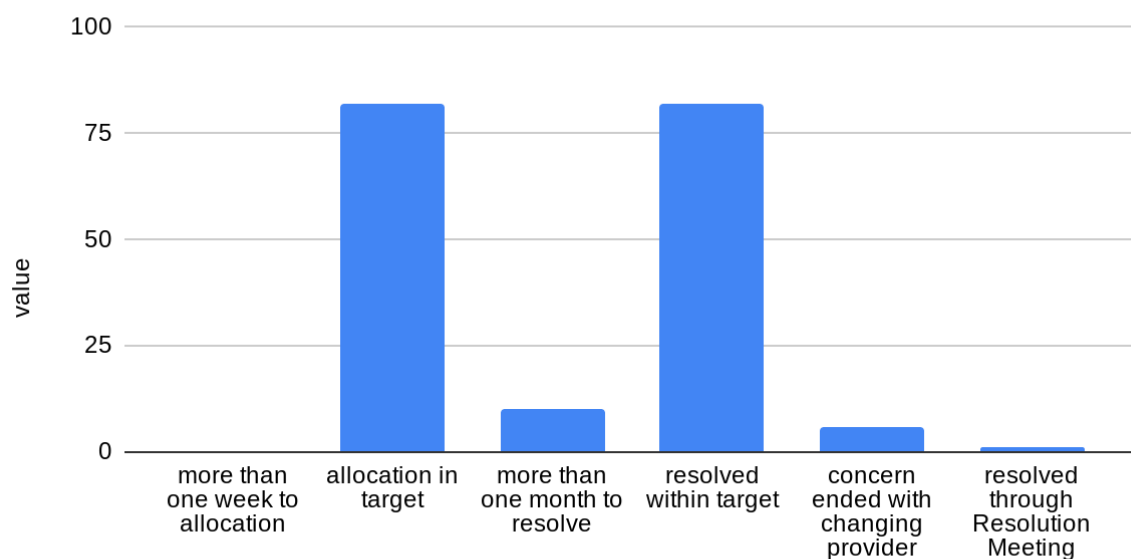
Care Home Concerns by Type



Responsiveness and Collaboration

The Quarterly Assurance Team targets are one week to allocation of concerns to a QA team member, and one month to resolve concerns. There were two instances where the concern has been resolved by the client moving to another provider and who decided to close the concern themselves. 21 concerns were resolved by a Resolution Meeting between the QA Team, the providers, and the client and/or social worker involved. No issues were escalated to a Provider Risk Panel during this quarter.

How is our Quality Team doing?



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Analysis

This is the latest quarterly monitoring report for QA concerns. We did not miss our target to allocation, but did miss our target to resolve cases 11 times. This is because we had a number of concerns which could not be resolved except through a Provider Failure process. That provider has now left the home care market.