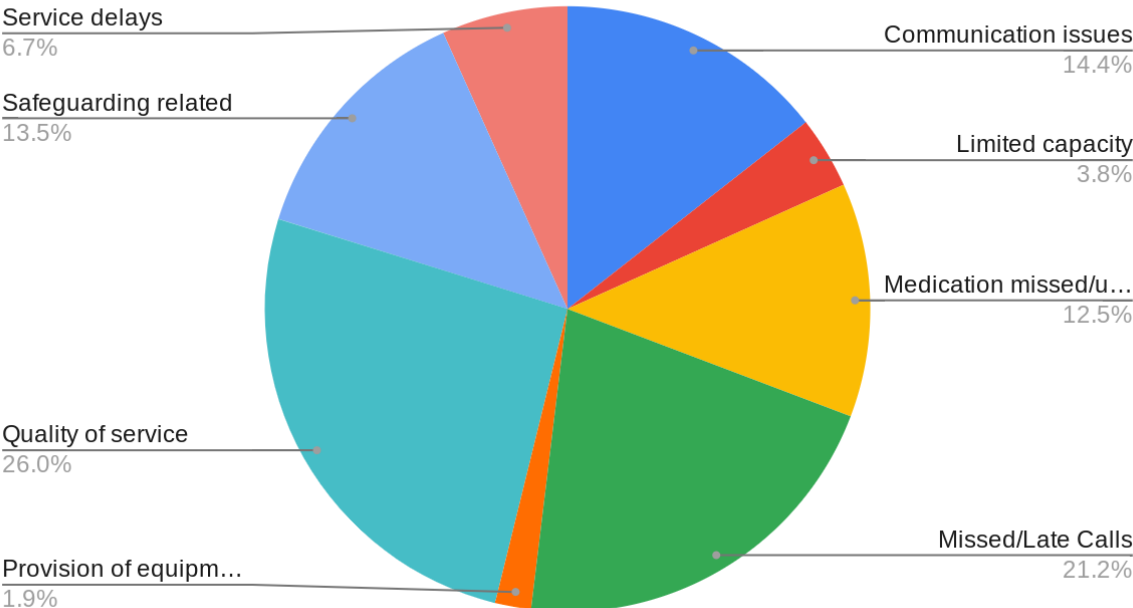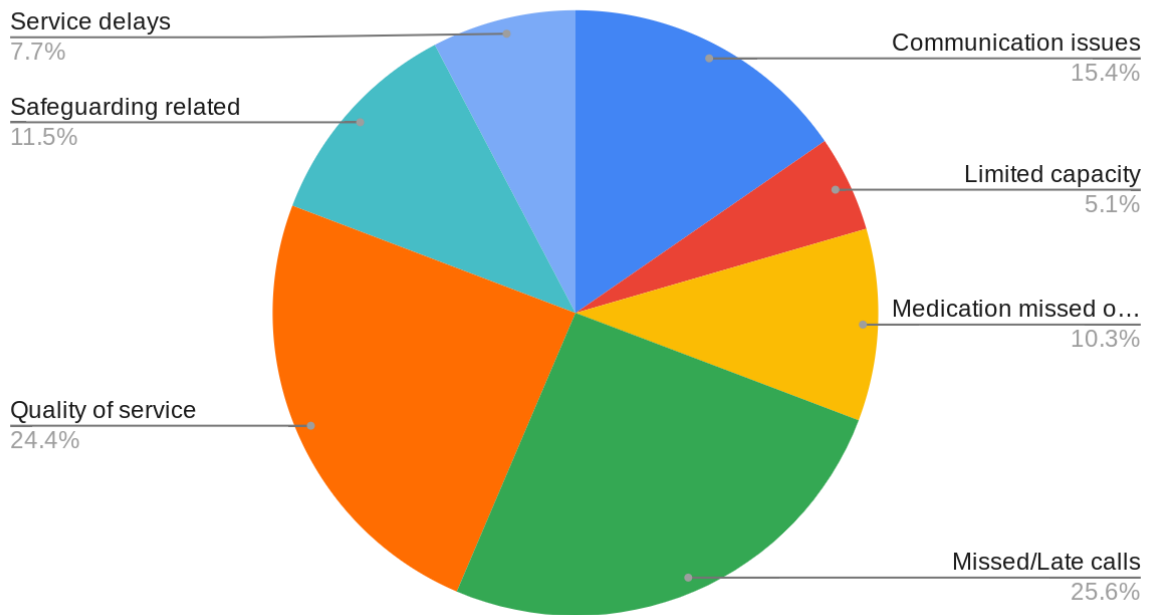# Quarterly Quality Assurance Report

1 August 2020 to 31 October 2020

Total number of concerns previous quarter : 15
Total number of concerns this quarter : 53
Homecare concerns : 37
Care Home concerns : 12
Other providers : 4
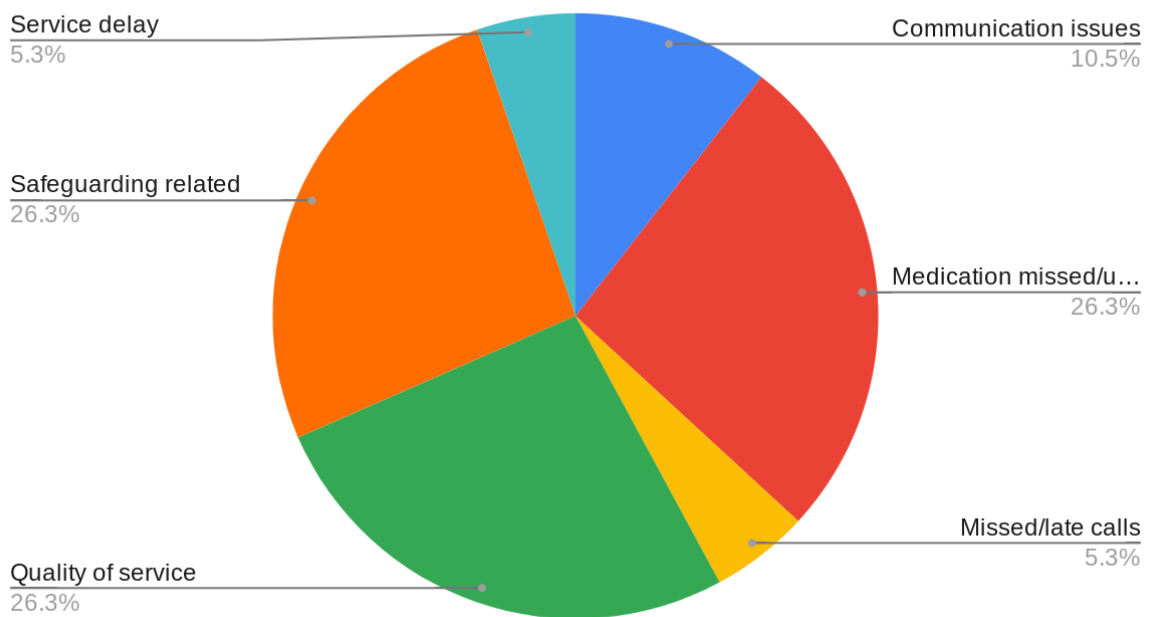
Overall Concerns by Type

- Service delays 6.7%
- Safeguarding related 13.5%
- Quality of service 26.0%
- Provision of equipm… 1.9%
- Communication issues 14.4%
- Limited capacity 3.8%
- Medication missed/u… 12.5%
- Missed/Late Calls 21.2%

Home Care - 37 concerns

Service delays
7.7%

Safeguarding related
11.5%

Quality of service
24.4%

Communication issues
15.4%

Limited capacity
5.1%

Medication missed o…
10.3%

Missed/Late calls
25.6%

Care Home - 12 concerns

Service delay
5.3%

Safeguarding related
26.3%

Quality of service
26.3%

Communication issues
10.5%

Medication missed/u…
26.3%

Missed/late calls
5.3%

## 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. Seven times that the concern was 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.

Responsiveness of QA Team
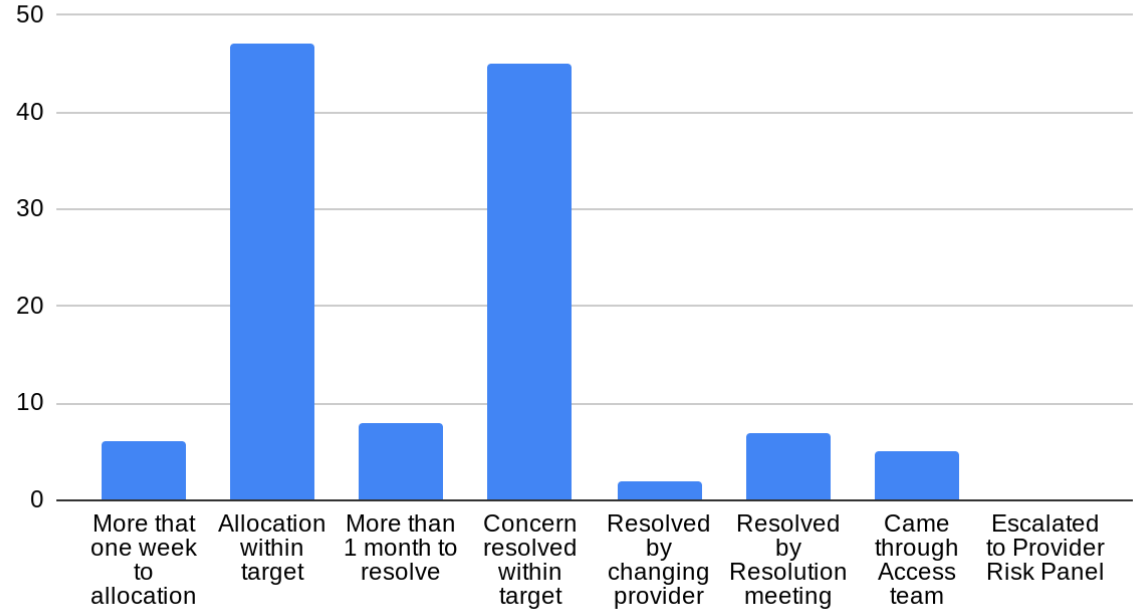
Analysis

This is the first quarterly report of the new Quality Assurance programme. The current QA Team started on the 6 July 2020. The first step was to simplify and streamline the process for raising concerns. This meant reformatting the Form 1 (the raising of a concern), and the Form 2 (which is sent to the provider to respond to the concern raised). This also meant adding to the Quality Assurance Dashboard values regarding when concerns were closed by the QA Team, and setting targets for the allocation and resolution of concerns.

Some concerns will not be able to be resolved without the QA Team's target of one month, due to the complexity of concerns, and also due to the referrer (often a social worker), being unable to confirm whether the concern has been satisfactorily resolved or not.

Allocation (whose target is one week) is sometimes delayed as the QA Team awaits a decision from the safeguarding team as to whether the concern is sufficiently serious and is actually a safeguarding issue, rather than a quality assurance issue.

IT issues are still a risk to the process. There were three times where the Forms were not generated properly, and a reference number was missing. This is under investigation at the moment.