

# Quarterly Quality Assurance Report

1 November 2020 to 31 January 2021

Total number of concerns previous quarter : 53

Total number of concerns this quarter : 77

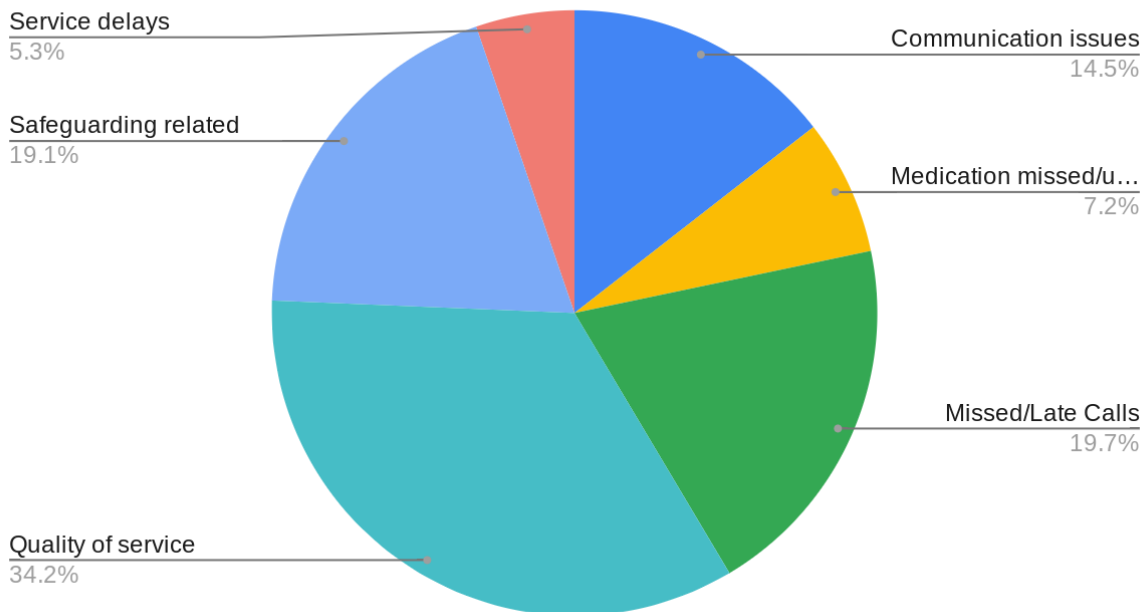
Homecare concerns : 60

Care Home concerns : 9

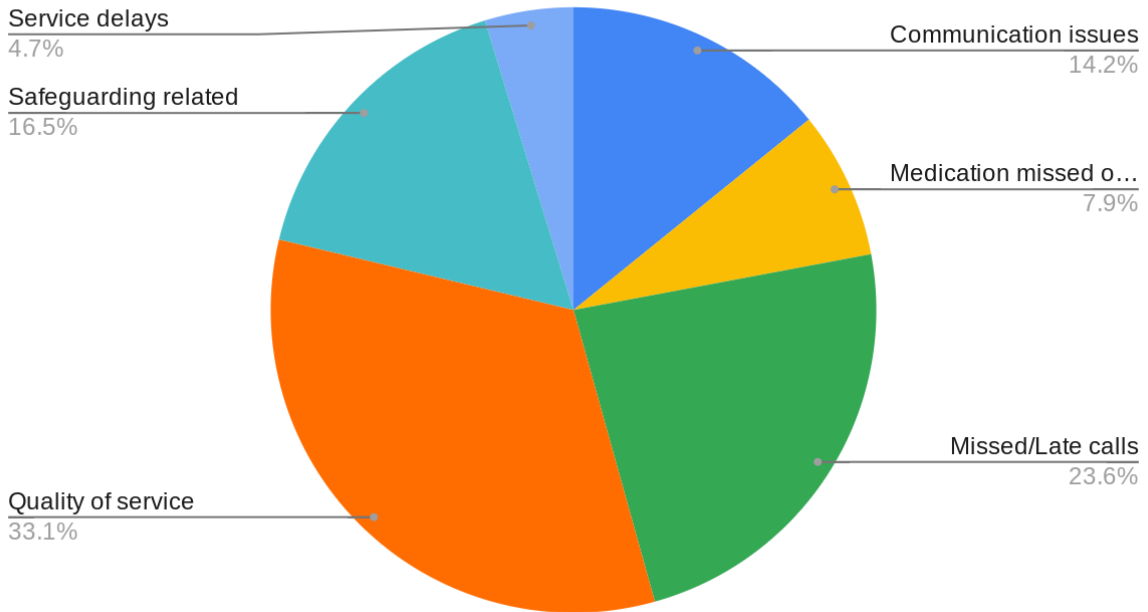
Other providers : 9

Any questions, please contact [michelle.murray@kingston.gov.uk](mailto:michelle.murray@kingston.gov.uk)

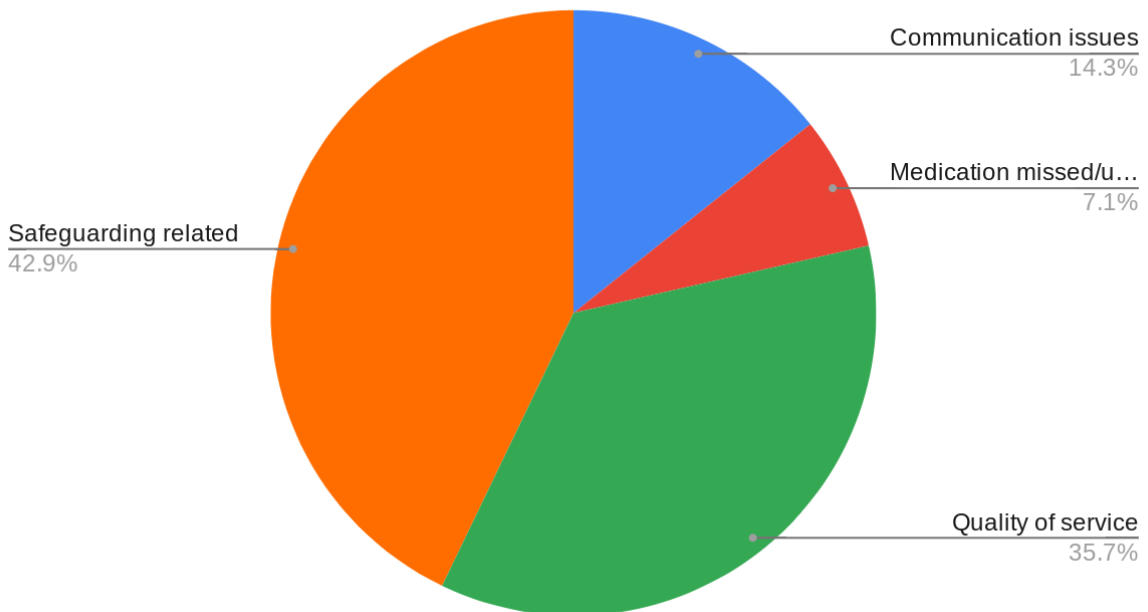
## Overall Concerns 1 Nov 2020 to 31 Jan 2021



## Home Care Concerns total 60



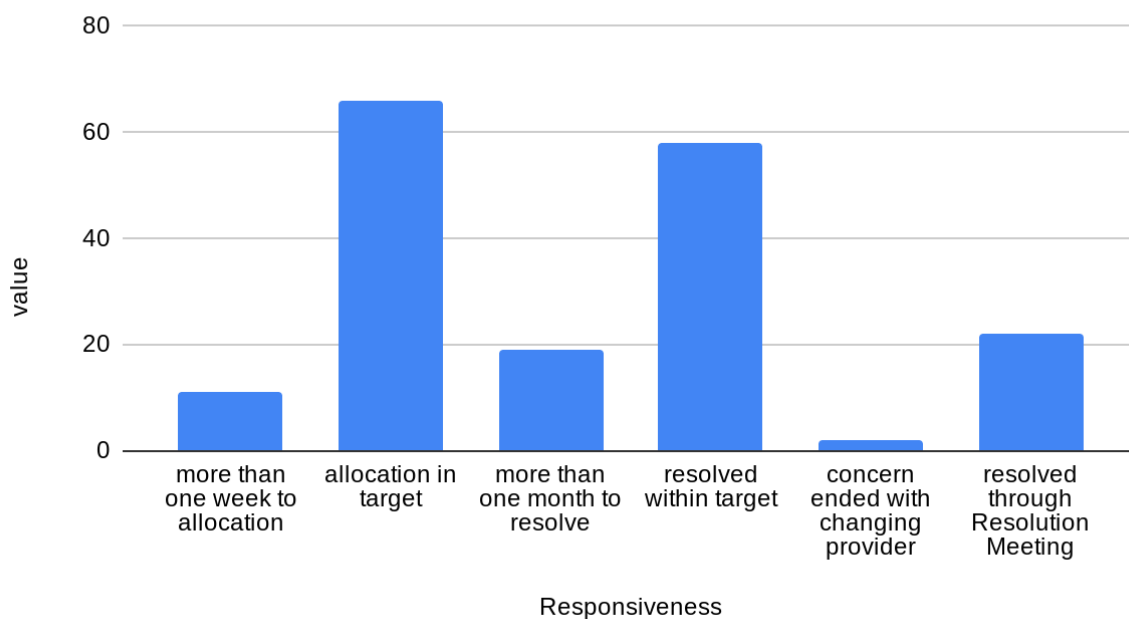
## Care Home Concerns total 9



## 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.

### Responsiveness of QA Team



## Analysis

This is the second quarterly report of the new Quality Assurance programme. We missed our target of allocating concerns within one week for 11 concerns, and our target of resolving concerns within one month by 19 concerns. This is due in part to the surge in coronavirus cases in the adult social care sector, which the Quality Assurance team also monitor and escalate. This was also due to the high number of resolution meetings we had, which were held for 21 concerns. These resolution meetings often involve addressing more than one concerns with a provider, if they are along a similar theme, where it appears that providers are struggling to embed learning from the concern. These meetings usually take longer than a month from the initial concern.

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 a few times where the Forms were not generated properly, and a reference number was missing. These IT issues have been resolved for the moment.

## **Recommendations**

We have seen an increase in medications errors in home care placements this quarter. We have recommended that information regarding available training to home care staff be sent to providers. This has been done and a Home Care Provider Forum on medicine prompting and administering will be held in the next quarter.