CCC / CWCCG GOVERNANCE ARRANGEMENTS TO MANAGING COMMISSIONED PROVISION

Adult Safeguarding Board

ICS Quality Surveillance Group

Coventry Adults Safeguarding performance & quality Sub-Group

Provider Escalation Process (PEP)
Multi-Agency approach to managed concerns - shared responsibility for managing significant levels of risk that have been escalated due to considerable quality concerns.

Council and CWCCG Quality Peer Support Group (QPSG)
Officers Intelligence & Peer support - Forum to raise issues, discuss approach and manage Provider concerns

Covers all Commissioned Provision (Older People / Learning Disabilities / Mental Health)
- Care Homes
- Home Support
- Supported Living
- Housing With Care
- Day Care

Risk Based Approach (RBA)
Integrated and coordinated approach to Quality Assurance jointly across
CCC / CWCCG

Factors to manage Risk based Approach (RBA) / Quality will be based on:
- Regular unannounced monitoring visits guided by profile of care settings
- Professional, customer & family feedback and concerns
- Financial sustainability issues
- Delivery / Performance challenges i.e. staffing, incidents, complaints, IPC
- Frequency and severity of safeguarding referrals

Level 4
Persistent Serious Concerns - where the provider is at risk of urgent closure or failure

Level 3
Persistent Serious Concerns – Significant and / or sustained concerns that require enforcement action.

Level 2
Persistent or widespread but low risk concerns – concerns continue, need formal action.

Level 1
Low risk concerns - address with provider

Multi-agency Strategy meeting with range of professionals to manage concerns at operational level

Escalation to DASS and cabinet portfolio member

Membership / key professionals includes
- Commissioners – Managers / Contract officers
- CWCCG – clinical assessment and placement officers, IPC, medication management
- Social Workers/Team Leaders/service managers, DOL's
- Brokerage – Team manager
- CQC – inspection manager