

Quarterly Quality Assurance Report

1 February 2021 to 30 April 2021

Total number of concerns previous quarter : 77

Total number of concerns this quarter : 60

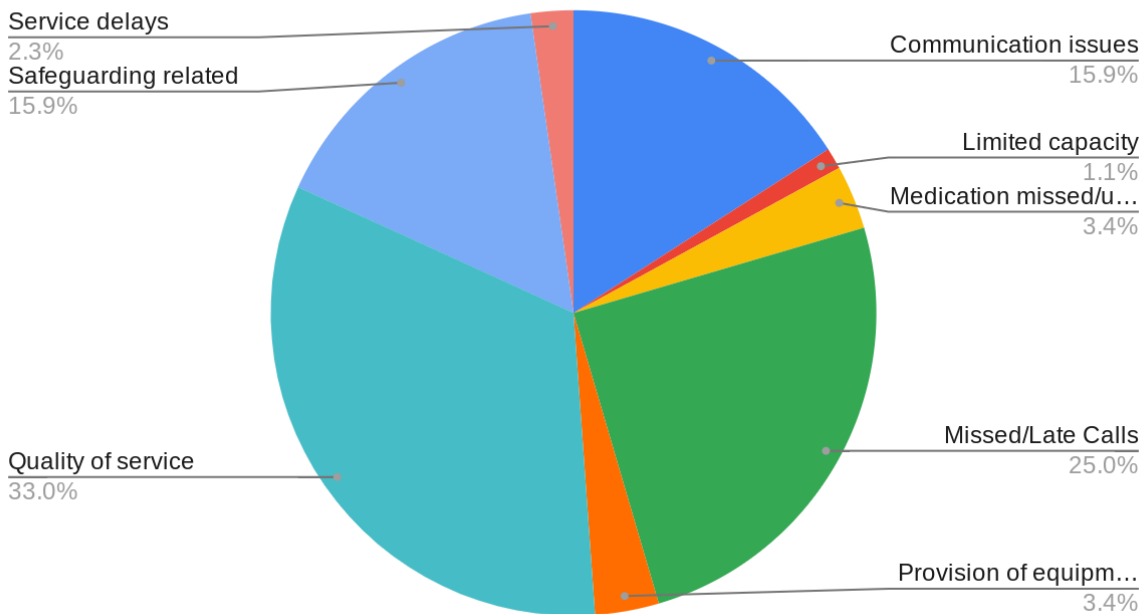
Homecare concerns : 41

Care Home concerns : 17

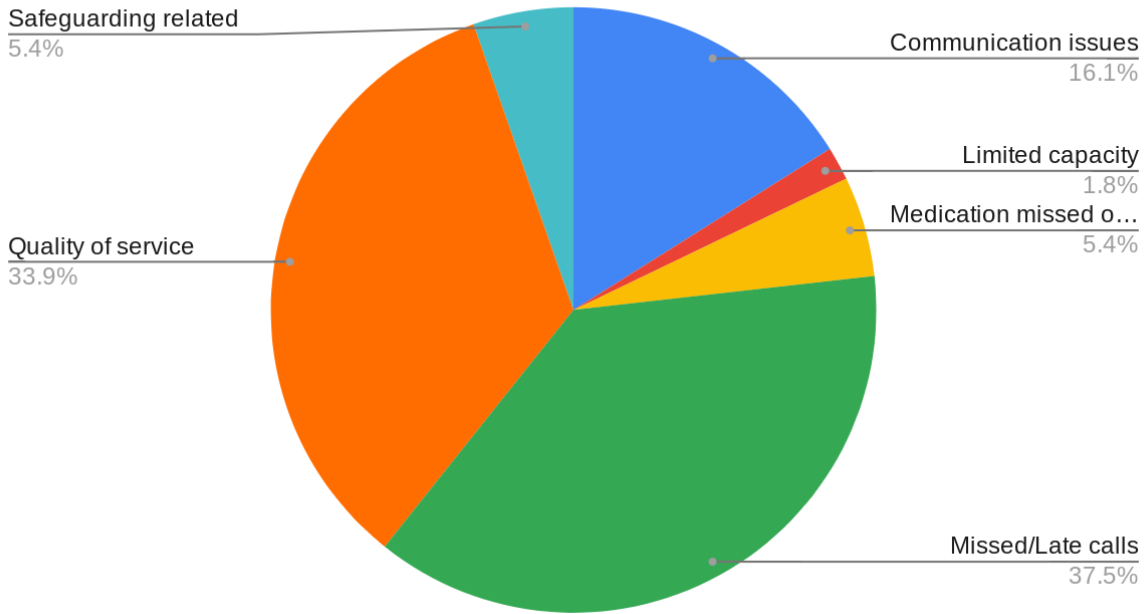
Other providers : 2

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

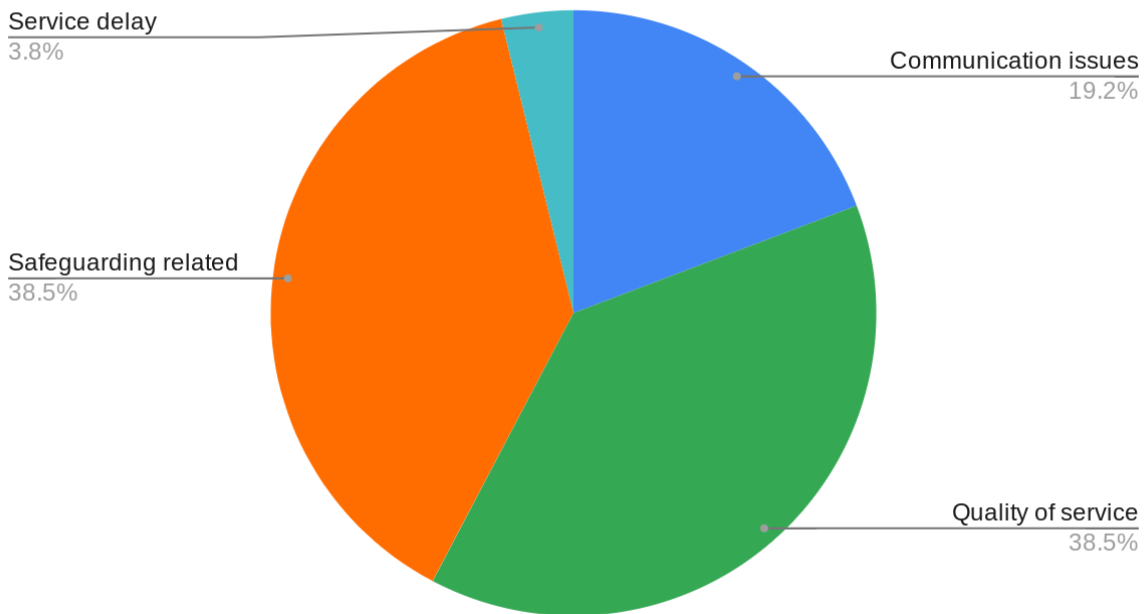
Overall Concerns in Quarter



Types of Home Care Concerns



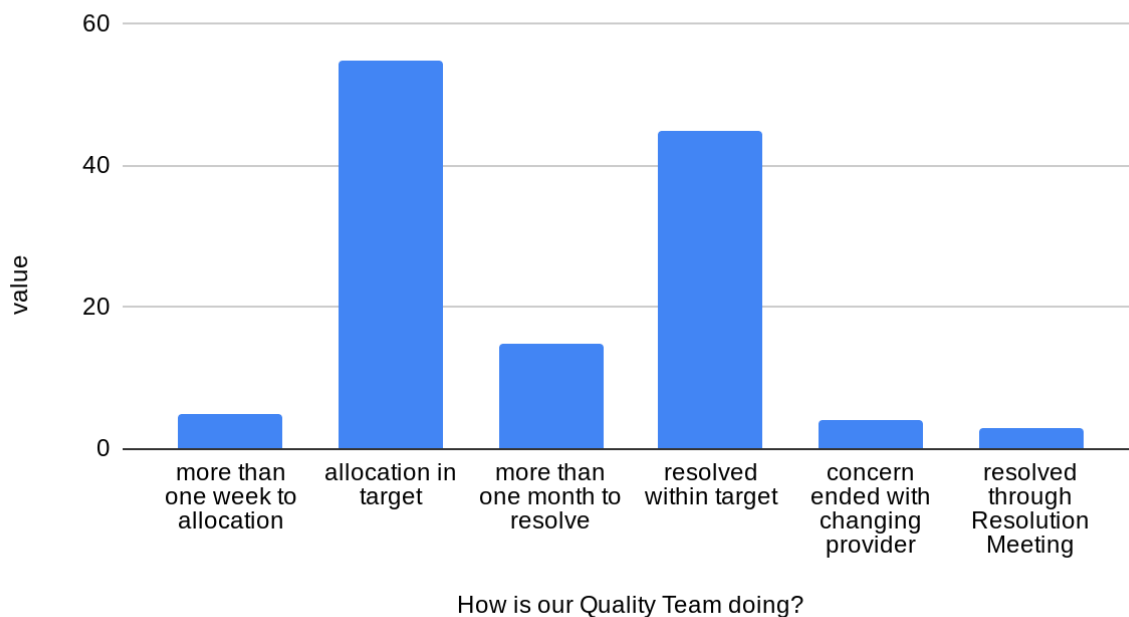
Types of Care Home concerns



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?



Analysis

This is the third quarterly report of the new Quality Assurance programme. We missed our target of allocating concerns within one week for 5 concerns, and our target of resolving concerns within one month by 15 concerns. 12 of the concerns that took longer to resolve were linked to providers which we had escalated to a provider failure pathway or to a quality assurance visit. We conducted 3 Quality Assurance visits during this period.