**Appendix 18**

Process Map – Responding to Concerns in Care Homes

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| Alert Level | Example of concerns for this level | Actions Required |
| **Red Alert**  **Care Home is not coping and individuals are at immediate and significant risk of harm.**  **The Council must intervene immediately** | * Evidence that there is insufficient staffing arrangements in place to support the individual’s needs and no plans or ability for the Care Home to address this * Evidence of lack of management and seniority to support efficient and safe running of the home, and the Care Home is unable to identify a suitable alternative in a timely way * Evidence / observations of potential poor care and potential neglect for individuals at the home (e.g. significant pressure sores, dry mouths etc.) * Deteriorating health of an increasing number of individuals within the home * Immediate Environmental risks – e.g. structural risks of the property, significant mess / uncleanliness and clutter that needs immediate attention, heating and water disruption to the property.   This list is not exhaustive | * Urgent Professionals Joint Inter-Agency Monitoring Panel (JIMP) held * Immediate visit to the Care Home by the Council to risk assess the situation and property – to be completed by Safeguarding and Contracts. Actions and recommendations to be listed in a Developmental Action Plan (DAP) /Corrective Action Plan (CAP), and acted upon urgently. * Senior Care Workers in in house service (LA virtual resilience team) to be re-deployed immediately to the Care Home to provide oversight and instruction to the staff within the Home. * Interim Care Home Manager to be deployed (via matrix) within the Care Home to provide management and leadership until no longer required. * If additional staff required, in-house direct services to review staffing availability of other care workers to attend the Care Home. * If agency staffing is required, Contracts to contact Matrix who will lead on contacting approved agencies to put agency carers in place * Case Management and UHB nurses (if required) to attend the property to complete assessments / reviews on individuals to ensure the Home can continue to meet their needs * Case Management to urgently source alternative placements if required. * All of the above resource to remain in place until the Council is satisfied individuals are no longer at risk. The Provider to remain in JIMP until further notice. * Weekly monitoring visits to take place for at least 4 weeks following the Council’s exit |
| **Amber Alert**  **Care Home has a number of issues that may impact their ability to provide services and protect individuals from harm. Care Home is able to resolve these with oversight & support of the Council** | * Evidence that there is insufficient staffing arrangements in place to support the individual’s needs, however the Care Home is addressing this as quickly as possible * Issues with infection control and compliance with PPE and other mitigating requirements – evidence that this will be addressed * Concerns raised by other agencies – such as police, CIW, the health board etc. which at medium to high risk, but Care Home has advised they will resolve these * Concerns raised by Case Management during a review visit regarding the whole care home or individuals receiving care that requires addressing, but the individuals in question are not at immediate or significant risk | * Joint Quality Management Meeting (JQMM) to review concerns raised, and get feedback from all agencies, if issue cannot wait to be considered at next JQMM convene Quality Assurance Meeting (QAM). * Urgent Care Home visit to be completed by Contracts, Case Management and Safeguarding. If available, UHB to be invited also (COVID 19 regulations dependant – may need to reduce the number of visitors) * Any issues identified in the visit will be transported into a Developmental Action Plan (DAP) /Corrective Action Plan (CAP) and shared with the Provider specifically outlining the improvements and actions required * A follow up unannounced visit will be completed again within 10 days * If required, interim manager may be called upon ( via Matrix) to complete these visits and act as a consultant manager to the Care Home * If concerns substantiated, a PPM / JIMP to be hosted |
| **Blue Alert**  **Care Home has a number of issues however this can be resolved via usual contract monitoring and the Escalating Concerns Process** | * The Council has been notified of significant issues by another LA or regulator e.g. UHB, CIW, HSE, SWP, ambulance crew. * However the concerns raised are not deemed to suggest immediate or ongoing significant risk to the individuals receiving care | * Joint Quality Management Meeting (JQMM) to review concerns raised, and get feedback from all agencies * Contracts to complete a monitoring visit within 5 working days of the concerns raised * If concerns involve a particular individuals, Case Management to complete a review of the individual within 5 working days of the concerns raised * Safeguarding colleagues to ensure appropriate reporting has been received regarding these concerns (if relating to a safeguarding issue or a professional concern) * If escalated to QAM / PPM / JIMP, a CAP to be developed, and Contracts to support the Provider in improving the required outcomes in a timely manner. * Ongoing announced / unannounced visits will occur as required and directed by the multi-agency group. |