**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
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| **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
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| **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.
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