**Appendix 9**

**Quality Services: Delivering What Matters**

**Aide Memoire for Professionals Escalating Concerns Meetings**

Meetings should consider the following points:

* Introductions, reminders of need to know / confidentiality issues.
* Brief synopsis of concerns raised and who is involved / implicated (all concerns raised and / or evidence provided - by whom, in what format, whether dated / signed).
* The outcome of individual agency risk assessments and any agreement to an overall provider risk assessment. (What are the risks, who do they impact upon, likely outcome without intervention?)
* What, if any, action has been taken to minimise risks?
* Ascertain the likely level of co-operation of the service provider to highlight concerns and take effective remedial action.
* Identify all stakeholders and the most appropriate methods of communication / engagement (including funding authorities within and out of region).
* Are there any criminal proceedings to be considered?
* Regulation and contractual history of service:
* Are there any regulatory requirements / enforcements?
* Contractual / legal implications.
* Immediate known health and social care needs of people receiving support:
* Are there appropriate risk, health and care management plans in place to safeguard people receiving support?
* Mental capacity of people receiving support to make decisions regarding their care;
* Access that service users have had / have to independent support or advocacy / IMCA;
* Family or relevant other support for service users;
* Reviews / reassessments of service users including self-funders.
* Immediate actions required with timescales. (Agree roles and responsibilities for completing and monitoring agreed actions):
* Need for remedial contractual actions, e.g. suspension of new referrals or placements;
* Need for further investigation;
* What support will be offered to a service provider to enable them to achieve and maintain a satisfactory level of service delivery.
* Agree communications strategy, including if / when people receiving support, their relatives and / or employees of the service should be advised of the escalating concerns along with the action being taken to improve services / outcomes

This also needs to include agreement about how information should be shared with people receiving support (and their families) who normally live in the establishment / or receive service but are temporarily away, for example because they are currently in hospital.

* Media management may also need to be discussed.
* Agree date/s:
* For meeting with Provider (Provider Escalating Concerns Meeting);
* For follow up meeting (Professionals Escalating Concerns Meeting) or case conference.

**NB: The Chair of the Meeting should take responsibility for arranging administration of note taking and circulating these within 5 working days of the meeting.**