

Concern and Compliment Reporting – All Independent Sector Provision

Purpose

Any professional who sees sub standard care has a duty of care to take action.

This procedure is in place to support professionals who observe practice and support by independent sector providers. This procedure gives the professionals a route to report on areas for improvement, and action taken, to promote safe practices within the sector.

It is also important to acknowledge best practice, to share innovation and ideas, give recognition and monitor improvement. Professionals can also use the form to report any noteworthy best practice.

Some areas for improvement may be minor in nature but provide an opportunity for early intervention, for example advice to prevent a problem escalating. In some cases, it is the repetition of minor actions or omissions that can collectively lead to abuse.

Other concerns may be more serious and need a response through multi agency safeguarding procedures and possible statutory intervention through regulators and in some circumstances the criminal justice system.

If professionals are unclear if they have witnessed abuse rather than sub standard care, they should refer to their organisational safeguarding policies for information on who to contact for advice. **Where abuse is identified/suspected, then safeguarding adult procedures should be instigated immediately.**

Where there are concerns of poor practice, it is expected that professionals will raise concerns directly with the care provider/agency for them to manage and take the appropriate action.

Part 1 – Identification

1. Identifying between an area for improvement or abuse

On witnessing or receiving information about an incident/concern the professional should determine whether it is appropriate for the concern to be dealt with under safeguarding procedures or as an area for improvement (see flowchart for process Appendix 1)

The immediate safety of any adult must be ensured.

2. In making this decision the professional should consider the following:-

- a) *the circumstances and seriousness of the concern*
- b) *whether harm has occurred*
- c) *the adult is saying harm has occurred*
- d) *if no action is taken harm may occur to one or more adult.*

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Part 1 – Identification

Factors also to be considered include:

- *The frequency and length of time over which poor standards of care are alleged to have happened*
- *The intent of the alleged perpetrator*
- *The risk of repeated incidents or the risk of escalation of seriousness of incident*
- *The care provider has not learned from prior action taken for similar concerns*

3 Where it is identified that the concern should be investigated via adult safeguarding procedures, then a safeguarding concern should be made within 24 hours.

<https://www.barnsley.gov.uk/services/children-families-and-education/safeguarding-families-in-barnsley/safeguarding-adults-in-barnsley/for-professionals-and-volunteers/>

4 If, after consulting local policies, the professional is still unsure as to whether safeguarding process should be instigated then they should discuss it with their manager.

2. Reporting Concerns

1. It is the responsibility of the professional to bring the concern(s) to the attention of the managers of the service and agree actions to be taken to remedy the concern(s).

2. Once the concerns have been highlighted to the provider's management team, the professional should complete the attached Concerns/Compliments Reporting Form (CCRF) and send to BMBC Contracts via secure e-mail ensuring they comply with GDPR.

3. The professional should ensure that they detail any actions agreed with the provider on the form

4. Forms should be forwarded within 3 days of the concern being identified.

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2. Reporting Concerns

5. The Contracts Team will contact the provider to ensure the actions agreed have been taken. Where no actions were agreed with the professional, the Contracts Team will ask the provider to detail what actions they have taken.
6. The information will be recorded on the providers file and on a central system to enable monitoring of trend information.
7. If deemed appropriate by the Senior Contracts and Compliance Manager, a monitoring visit may take place to the provider to check on the actions taken. If not undertaken at the time of the concern being raised, at the next routine monitoring visit all actions will be evidenced.

Secure email: AdultJointCommissioning@barnsley.gov.uk

8. Concerns received will be discussed at the relevant Performance Management Meetings including cross referencing information held within CQC, Complaints, CHC and other partner agencies.

3. Reporting Good Practice

1. Any areas of good practice can also be reported on the Concerns/Compliments Reporting Form (CCRF) and sent through to the Contracts Team (as in section 2)
2. On receipt the Contracts Team will send a copy to the provider and record the information on the providers file
3. Examples of good practice will be discussed at the provider forum.

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Appendix 1

