

Any care concerns however trivial,
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What is a CQ1 form?

A CQ1 form is a form to report any concern¹, issue, omission, or error, in care or support provided, in adult social care no matter how trivial they may appear. This is different to the safeguarding procedure as it is for matters that do not reach the safeguarding threshold.

Who can fill in a CQ1 form and where do I find it?

Anyone can report a concern and is encouraged to do so using the following link: www.westberks.gov.uk/careconcern

What happens after I submit a CQ1 form?

It will be sent to the Care Quality Team at West Berkshire Council.

- They analyse the information on the CQ1 Forms
- They record and monitor the CQ1's
- They will share CQ1's with relevant care managers if applicable but will not look into individual matters as the Care Quality Team work with the market issues
- They will visit Providers to find out if they are meeting their legal and contractual obligations and if not will work with them until their service improves.
- They will identify themes and trends in the adult social care market, using calls and other information so wider issues can be addressed.

This work results in a better service for those receiving adult social care. Any questions please contact carequality@westberks.gov.uk or telephone **(01635) 551111**.

¹Throughout this document this word is given its usual meaning and is not to be confused with the safeguarding definition of concern.

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