

What is a CQ1?

A CQ1 is a form which is available to the public and professionals to raise any concern, issue, omission, or error in Adult Social care provided, or performance in the service received; no matter how trivial. This is important as there are so many diverse services provided, settings and client bases that we cannot review each one in depth. The reporting enables the Care Quality Team to have an accurate oversight of the issues facing Providers. It enables data analysis so that themes and trends of concerns, issues, omissions and errors reported in adult social care can be identified, shared and addressed so improvement can be made. If you would like to know more please ask for the Care Quality Team for our CQ1 Flyer.

The CQ1 Form is found on the internet, on the Council's website and is found at www.westberks.gov.uk/careconcern. It can be completed by anyone.

What is a restriction?

As a result of concerns, the Council may put in place a restriction on commissioning. The types of restrictions are:

Embargo: This means West Berkshire Council will not make any placements with this Provider whilst an embargo is in place and closely monitor any service users already placed with Provider.

Place with Caution: This means West Berkshire Council have concerns about the service being provided. Placements may be made with this Provider on a case by case basis, but West Berkshire Council will consider the concerns and risks to the service user before making a placement to ensure it is appropriate.

For information on the process and triggers for restrictions please ask the Care Quality Team for our procedure document titled Restrictions on Placements. Restrictions are shared with other agencies and Local Authorities.

How can you contact us?

Email: carequality@westberks.gov.uk

Telephone:

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Jo Bateman, Care Quality Officer	01635 519503
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Address: Market Street, Newbury, Berkshire RG14 5LD

The Care Quality Team

What is our role?

We work with providers of adult social care services to:

- Offer challenge, support, information and guidance to improve the quality of service being delivered
- Monitor and respond to intelligence that may indicate that there is a problem with service delivery, for example CQ1's, Care Quality Commission reports, whistleblowers, complaints, safeguarding alerts, information from other agencies/Local Authorities
- Work closely with colleagues across West Berkshire Council's Social Care Service, Health and external agencies e.g. The Care Quality Commission to share information
- Share good practice and create networking opportunities



Who do we support?

We focus our support on providers of adult social care services (Providers) within West Berkshire which includes:

- Residential units
- Domiciliary care agencies
- Dayservices
- Supported living

What types of visits do we undertake and paperwork do we use?

Type of Visit	Time	Paperwork
Annual Review (or telephone call) This is an opportunity for Providers to share information about their service and for us to share information about what we can offer. We aim to visit everyone once a year.	1.5 hours	Annual Visit Record – This is a record of the visit signed by the Provider and Care Quality Officer to confirm the contents
Thematic Review This is an in-depth review on a specific theme, for example finances. The topic changes each quarter and we select different Providers to visit each time. Each review will be carried out in the same way and will allow us to look in depth at the specific topic of review. During Thematic Reviews we will not be looking at other areas of a Provider's service, if a Provider would like to discuss any other areas the Care Quality Team will arrange a further visit.	3 hours	Thematic Review Record - This is a record of the visit signed by the Provider and Care Quality Officer to confirm the contents. If necessary a Part 2 Action Plan will be completed. The areas for improvement and priority are set out by the Care Quality Officer. The actions required and timescales are completed together through discussion and agreement
Reactive Review This is arranged because we have received information that there may be issues relating to the Providers provision of care or because they are already working to an action plan and we want to review progress.	3 hours	Part 1 Notes of Visit - This is a record of the visit to be signed by the Provider and Care Quality Officer to confirm the contents and if necessary a Part 2 Improvement Plan will be completed. Areas for improvement and priority set out by the Care Quality Officer. The actions required and timescales are completed together through discussion and agreement

All reviews may include visits to locations of service delivery (including Service Users homes) and offices.

Care Quality Officers may be accompanied by another officer of West Berkshire Council and/or an external agency during any review.

Unless there are exceptional circumstances the Care Quality Team will advise by telephone and a follow up email what type of review will be undertaken, who will be attending, what they will need access to, and the reasons for their visit.

What else do we offer Providers?

- Quarterly Provider Forums
- A library of precedent documents
- A wealth of knowledge having worked in the care industry and reviewed many different providers of services over several years observing good practice
- Access to SCOPS
- Access to the Grey Matter
- Focus groups to address areas of concern identified
- Analysis of market place themes and trends
- Bespoke training (at an extra cost)
- General Training (at an extra cost)

What do we review against?

Care Quality Commissions Key Lines of Enquiry and 'Mum test'

Care Quality Commission regulations

Contract and Specification

Relevant law, regulations and guidance produced by the National Institute for Health and Care Excellence (NICE)

West Berkshire Council Quality Wheel