

Safeguarding Adults Quality in Care Framework (QiCF)

What is the QiCF?

This framework has been developed to provide procedures to enable local authority staff and a range of staff from other agencies to work in partnership with providers of health or social care services, where poor practice and/ or quality concerns have been identified and these pose a significant risk of harm to service users if not addressed.

The aim is to support services to address identified issues, improve their service and prevent poor practice or quality failings resulting in the abuse/neglect of service users. This meets the wider multi-agency safeguarding responsibilities to prevent the abuse of adults using services.

When will it be used?

The QiCF will be used where identified or reported concerns/complaints relate to poor practice and /or quality concerns within a service where these issues appear to pose a significant risk of harm to some or all service users.

What services may this apply to?

The services may include: - residential / nursing homes, domiciliary services, day care provision, supported living and supporting people services.

What standards will be used to judge service delivery?

Much of this will relate to the Care Quality Commission (CQC) Essential Standards of Quality and Safety, to Contract Specifications from Commissioning Agencies and to the Kent and Medway Safeguarding Adults Policy, Protocols and Guidance.

How does the QiCF relate to the Adult Protection Protocols?

If a service user(s) has been harmed the Adult Protection Protocols **must** be used. However, if harm has not been reported it may be more appropriate to consider using the QiCF. It is possible for the Adult Protection Protocols to be followed due to the specific allegations of abuse and for the QiCF to be followed to address quality and poor practice concerns within the same service. These processes are likely to be carried out in parallel.

At any point in an adult protection process involving a service user(s), poor practice or quality concerns may become apparent. Where these appear to pose a risk to all or many service users, they should be addressed through the QiCF.

At what point may a decision be taken to use the QiCF?

Quality or poor practice issues may be directed to the QiCF following a referral to the local authority by anyone who has identified these concerns.

If the QiCF is being used and abuse concerns for a service user(s) are identified, these will be addressed through the Adult Protection Protocols.

Some concerns may initially be referred as adult protection alert(s) for an individual(s) and may be transferred / referred to QiCF following evaluation of the concerns reported where the adult(s) has not suffered harm, but due to failures within the service harm is likely to occur to one or more service users if action is not taken

If an adult(s) has suffered harm **and** there are also wider concerns about the quality and practice within the service, then the adult protection process will address the issues for the individual(s) who have suffered harm and the QiCF will address the wider quality and practice issues within the service. These processes are likely to be carried out in parallel.

If I have made a referral will I be informed about which of the safeguarding processes will be used?

If you have made a referral about the quality or poor practice in a service or made an adult protection referral, you should be advised how your concerns will be addressed.

Will I be involved or informed of the outcome?

You may be invited to engage with QiCF or the adult protection process where this is appropriate and you must be advised when the issues have been concluded.

What do I do if I do not consider that the issues have been addressed appropriately?

If you are not satisfied with the way your concerns have been addressed you may explain your concerns to the Designated Senior Officer from the case management team or to the Contracts Officer involved. If you are still concerned that the matters have not been resolved then you may make a formal complaint.

If I have concerns about a care service but do not know if these concerns pose a risk of harm what can I do?

You may report your concerns to the Care Quality Commission by e-mail to enquiries@cqc.org.uk or by phone on 03000 616161. Or you may report your concerns to Kent County Council on 08458 247247 or to Medway Council on 01634 334466.

