Adult Social Care & Health

Adult Social Care Quality Assurance Framework

Version 2

Contents

1. Introduction

The council is committed to providing high quality, safe and responsive support to people of Derbyshire. The primary purpose of this quality assurance framework is to ensure practice is delivered in line with the [practice framework.](#) The quality assurance processes will identify areas of development, action plan, implement change and measure the impact of actions to ensure consistent practice improvement, within social work, occupational therapy, Deprivation of Liberty Safeguards (DoLS) and mental health teams.

2. The Quality Assurance Board

The quality assurance board for adult social care sits every six weeks and is chaired by a member of the departmental management team. The board receives updates and escalations from leads in safeguarding, complaints and compliments, contracts and commissioning and stakeholder engagement. The principal social worker attends as well as leads from operational teams, who have the lead responsibility for social work teams, occupational therapy, and mental health.

The purpose of the quality assurance board is to be proactive in identifying themes and trends and highlighting where improvements are required, as well as good practice.

3. Feedback from people who draw on care and support

Feedback is invaluable as it ensures we develop our practice and services with a focus on what matters most to people who draw on care and support.

Feedback is gathered:

- via safeguarding concern workflow step on MOSAIC

- via multi-agency audits

- via safeguarding practice standards reviews

- via practice standards reviews

- direct observations

- compliments, service enquiries and complaints

- annual conversation

- stakeholder engagement events

- the annual survey

Quality assurance managers gather all feedback and analyse for action and measure impact.

4. Complaints, compliments, and feedback

Weekly complaints report

A weekly complaint report highlighting all outstanding complaints and service enquiries is sent to all group managers and assistant directors, to support with responding within agreed timescales.

Monthly meetings with area group managers

Monthly meetings take place with the group manager and complaints manager to discuss their current complaints, service enquires and any open Local Government and Social Care Ombudsman (LGSCO) complaints and review their learning outcomes forms.

Performance reports

Quarterly performance reports, prepared by the quality manager, for group managers including area performance for complaints, service enquiries, compliments and LGSCO investigations, financial review referrals and outcomes, safeguarding audit outcomes, and internal management reviews.

Complaints and LGSCO learning forms

The quality team supports managers to complete the complaints and LGSCO learning form after every complaint. This enables the investigating manager to reflect on thematic learning and detail the resulting action plan. Delivery of the action plan is monitored by the quality team and reviewed with area group managers.

Data analysis

The quality team completes regular analysis of feedback received through complaints, service enquiries and compliments and this is reported to the quality assurance board and quarterly directorate management team (DMT) meetings.

Case escalation meeting

The case escalation meeting takes place every six weeks and reviews LGSCO complaints, inquests, notifiable incidents and learning from internal management reviews. Attendees include a representative from the department management team (DMT), the group manager for safeguarding, practice standards and quality, and the complaints manager. Thematic learning and action plans are recorded and monitored by the quality team.

5. Supervision

Adult social care teams

Service managers of each team are responsible for the provision of supervision in accordance with the [Supervision Policy.](#)

Safeguarding specific supervision is embedded within this process.

Occupational therapy supervision

Senior practitioner occupational therapists are responsible for providing clinical supervision in accordance with the [Supervision Policy](#) with oversight from the Occupational Therapy Service Manager.

Safeguarding specific supervision is embedded within this process.

Approved mental health professional (AMHP) supervision

Specific AMHP supervision is embedded within the supervision process with oversight from the group manager of mental health. AMHPs, who are not line managed by a manager who is an AMHP, have AMHP supervision with a member of the central AMHP team.

Safeguarding specific supervision is embedded within this process.

Best Interests Assessor (BIA) supervision

Specific BIA supervision is embedded within the supervision process with oversight from the service manager of the DoLS team. BIAs, who are not line managed by a manager who is a BIA, have supervision with a member of the DoLS team for this aspect of their work.

Safeguarding specific supervision is embedded within this process.

6. Safeguarding

Safeguarding Practice Standards Reviews (SPSR)

Safeguarding practice standards reviews, as outlined in the [Practice Standards Reviews practice guidance](#), are completed by area social care teams, with an embedded moderation process for quality assurance. Our [Safeguarding Quality Practice Standards](#) provides a clear foundation for good quality practice in adult social care. Service managers are responsible for completing the reviews, with oversight from Group managers.

Multi-agency audits

Quality assurance managers are responsible for completing multi-agency audits with the Derbyshire Safeguarding Adults Board (DSAB) and obtaining feedback from the person when safe and appropriate to do so. DSAB completes four audits per year with partnership action plans developed in response to learning.

Data analysis

Regular analysis is completed by quality assurance managers with learning shared in adult social care and across the DSAB partnership for information and quality improvement activity.

Service manager peer group sessions

Quality assurance managers facilitate the sessions and ensure that thematic learning is incorporated to support continuous practice development and service improvement. Peer group sessions are held every eight weeks which provide opportunities for service managers to discuss complex safeguarding situations and to provide and obtain peer support. There is an expectation that the service managers share learning with their teams.

Safeguarding champions meeting

Quality assurance managers facilitates the safeguarding champions meetings which is held every three months. The sessions promote an open culture of learning, reflection and development for social workers and senior practitioners. There is an expectation that champions share learning with their teams.

7. Adult Social Care Teams

Community of practice sessions for service managers and senior practitioners

The principal social worker facilitates the peer group sessions. They are held every three months that enables opportunities for service managers and senior practitioners to discuss complex situations, provide peer support and for the leads to identify concerns, escalations, and themes to enable practice development on an operational and strategic level.

Internal Management Reviews (IMR)

The purpose of an IMR is to identify learning and implement appropriate actions to improve quality and safety. An IMR is an internal review used in adult social care where potential learning is identified following initial desk top review by a senior practitioner or manager.

Practice standards review

Practice standards reviews (PSRs) enable review and evaluation of social work practice (registered and non-registered practitioners). Our Practice Framework provides a clear foundation for good quality practice in adult social care. PSRs include obtaining feedback from people who draw on care and support, identification of good practice and examples of innovation and creativity, alongside identification of learning and development for individual colleagues and the wider department.

Service managers and senior practitioners are responsible for completing practice standards reviews with social care colleagues, with oversight from Group Managers. Moderation is completed by quality assurance managers.

8. Occupational Therapy (OT)

Practice Standard Reviews

Service managers and senior practitioners are responsible for completing practice standard reviews with occupational therapists in adult social care teams and long-term occupational therapy teams. The reviews are to identify good practice and areas of learning and development.

Occupational therapy community of practice

The principal occupational therapist facilitates the OT community of practice. The peer sessions enable reflection, information sharing and support and promote development and learning.

Peer group sessions are held regularly to enable opportunities for occupational therapists to discuss complex situations, provide peer support, and for the leads to identify concerns, escalations, and themes to enable practice development.

The practice standards and quality team will be including occupational therapy quality assurance activity within it's remit following review.

9. Approved Mental Health Practitioner (AMHP) Quality Assurance

Approval and re-approval process

AMHPS are approved and re-approved every 5 years in accordance with the approval and re-approval of AMHPs policy to ensure fitness to practice

County AMHP meetings

Monthly county AMHP meetings provide opportunities to share best practice, provide and benefit from peer support, and enable service development. Membership includes county AMHPs, a person with lived experience and a representative from Healthwatch to ensure that service and practice development and improvement is informed by feedback from people with lived experience of mental health act assessments.

Mental Health Act survey

The Mental Health Act survey is co-produced with Mental Health Together to gather feedback from people with lived experience who have been assessed under the Mental Health Act 1983.

10. Best Interests Assessors and Deprivation of Liberty (DoLS)

DoLS authorisations

DoLS authorisers quality assure the process by scrutinising all assessments completed by

best interests assessors (BIA's) and mental health assessors, prior to the authorisation of the DoLS being granted.

11. Practice Week

Practice week is held twice a year and provides colleagues working in adult social care and children's services with a range of learning and development opportunities on a chosen practice theme. Shared learning, reflective practice and appreciative enquiry are central to the approach, and the programme is developed and designed collaboratively by the principal social worker and quality assurance managers in children's and adult social care services alongside the learning and development team.

12. Providers and Commissioning

The contracts and commissioning team continuously monitors the quality of externally commissioned services via a range of mechanisms including quarterly monitoring returns and regular contract and quality assurance meetings facilitated jointly with the local Integrated Care Board (ICB) and/or Care Quality Commission (CQC) as appropriate.

Support is provided to the private, voluntary, and independent provider market to assist providers to provide high quality and safe services. This includes: a named link contract manager and purchasing officer, regular email communication, action plan development and support alongside monitoring and guidance, and provider concerns meetings. Provider concern and provider failure procedures are followed as required.

13. Internal Management Reviews, Learning from Lives and Deaths (LeDer), Multi-Agency Learning Reviews and Safeguarding Adults Reviews

Learning from internal management review, multi-agency learning review, safeguarding adults review and LeDer is shared and acted on by operational managers and quality assurance managers via briefings, learning on one page summaries on Connect, discussions in community of practice, and other targeted initiatives as well as incorporated into training on Derbyshire Learning Online (DLO).

Author History

Approval and Authorisation History

Authored by: Lynne Hyland   November 2023

Approved by: Quality Assurance Group   November 2023

Change History

Version 1   Lynne Hyland   November 2023   New Guidance

Version 2   Lynne Hyland   May 2024   Update