Concern, error, omission, issue in care or support provided or performance in service received in Adult Social Care. Complete a Does it reach the Yes safeguarding safeguarding threshold? alert No You do not have access You have access to Police report, to CareDirector and/or CareDirector and ambulance alert Using Not Using the individuals package the individual is a etc received by is privately funded CareDirector CareDirector Service User safeguarding that doesn't meet their (CareDirector is WBC's internal case Web CQ1 form completed threshold management system) found at www.westberks. CQ1 completed gov.uk/careconcern by employee on CareDirector Automatically submitted to The CQT send carequality@westberks. Safeguarding the CQ1 to The employee sends it gov.uk send to allocated safeguarding to the allocated worker. worker and An automatic notification and it follows High Risk is sent to the CQT carequality@ safeguarding The Care Quality westberks.gov.uk proceedures Team triage CQ1 The Care Quality The Care Quality Team saves the CQ1 Medium/ Team sends CQ1 Low Risk and records it on to allocated worker who opens CQ1 the Risk Matrix and **Allocated** on CareDirector Provider Intelligence transferring Worker Database* The Care Quality Team information onto saves the CQ1 and the form records it on the Risk Matrix and Provider Allocated worker Intelligence Database* sends CQ1 to CQ1 Provider. Input date sent to **Privately Funded** Provider on CQ1 **Package** The Care Quality Team Allocated worker and Provider sends the CQ1 to the liaise to address and resolve Provider to share with any outstanding risks or issues the individual and relating to the individual investigate. The CQ1s completed enable the Care Quality The Allocated Worker records the Team to have an accurate oversight of the outcome of the CQ1 and whether there is issues facing providers of adult social care liability by the Provider on the CQ1 Form. services and the providers of concern. The outcome is sent to the Provider and the date it was sent recorded on the CQ1

Form in order to close it.



*it will not be recorded on the risk matrix if it appears

there is no liability by the Provider.