

What is Quality Assurance?

Stoke-on-Trent City Council is committed to ensuring that Social Care providers within our area provide care and support that is kind, compassionate and of the highest standard.

Our Contract Management and Provider Improvement Team undertake proactive quality monitoring visits that benchmark services against quality standards informed by legislation and recognised best practice. In addition to this, they also perform reactive visits to services where concerns are expressed by a third party. These reactive visits are often in response to intelligence from health and social care professionals, the Care Quality Commission <https://www.cqc.org.uk/> service users, their relatives, a member of the public and staff who may seek to whistle blow.

We may also be asked to look into concerns about standards of care that arise from safeguarding investigations. https://www.stoke.gov.uk/info/20010/adult_care_and_wellbeing/143/worried_about_an_adult

Where do we cover?

We quality assure all services which are commissioned by the Local Authority.

Our processes help us to keep track of the standards of care and support provided by services. This includes care homes, homecare agencies, tenancy based support - such as supported living and day care opportunities, amongst others. We can influence change through challenging poor practice and promoting best practice, facilitating a continuous programme of improvement.

Who tells us about quality?

Quality is everyone's business and for our quality assurance processes to be effective we welcome intelligence from any and all sources, this includes, but is not exclusive to, health and social care professionals, staff team members working within services, people in receipt of care and support and their family and friends. It would be helpful when telling us about your concerns if you include your name and contact details (your details will only be used in case we need to contact you for more information), details of the care provider or establishment and your concerns.

If you are concerned about standards of care, please let us know via:



quality.assurance@stoke.gov.uk

or

0800 561 0015



How will we respond to your concern?

Our Contract Management and Provider Improvement Team will complete appropriate actions based on the information they have received. Information sharing with partners may be necessary in some cases.