

Who Cares?

Advice and guidance for individuals and their carers who have concerns about care and support services

Bristol City Council (BCC) and Bristol Clinical Commissioning Group (CCG) have produced this guidance to help you understand how we monitor the quality of care and support services in Bristol, what we do when care doesn't meet the expected standards and how you can tell us about your concerns.

Care and support settings

People can receive care and support in all sorts of settings – care homes, day services, home care or support in the community. Regardless of the setting, if you or someone you care for is receiving support you have the right to expect the service to be of high quality at all times.

Care arranged and funded by BCC or the CCG

If care is arranged and funded by Bristol City Council or Bristol Clinical Commissioning Group, then the care provider has a contract with us, which sets out very clearly the general standards of care we expect providers to meet. Each person receiving care will also have their own personalised support plan which sets out how their individual support needs should be met.

If you are not sure who is funding the care then speak to the provider.

Self-funded care

If the care is not arranged or funded by BCC or the CCG, the provider must still have a contract in place with the person receiving the care, which sets out care standards and the support that will be provided. This also applies if you are receiving a Direct Payment from the Council to fund your own care.

Care Quality Commission (CQC)

All care settings that provide personal care to individuals at home – whether this is in a care home or their own home - are required by law to be registered, regulated and monitored by the CQC. The CQC regularly inspects registered providers and publishes inspection reports on their website at www.cqc.org.uk. Using the findings of their inspections, the CQC makes a judgement on whether the care provided meets the fundamental standards and providers are rated as Outstanding, Good, Requires Improvement or Inadequate.

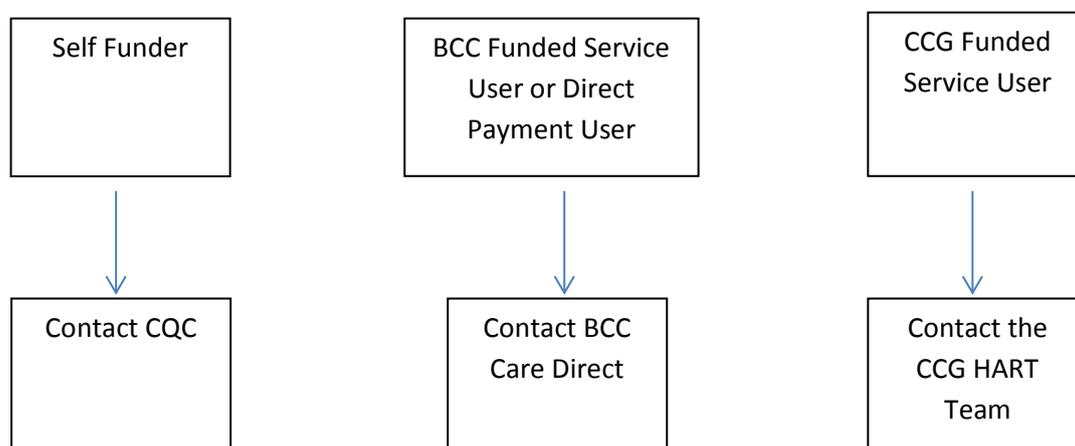
How Bristol City Council and the Clinical Commissioning Group monitor care providers

BCC and the CCG work in close partnership to monitor care providers in the city. Each organisation has officers who carry out inspection visits and we regularly share our findings of these visits. If we have concerns about quality, we work with providers to develop action plans for improvement. We also meet with the CQC to share information and develop joint approaches to improving quality.

When things go wrong

Sometimes, the standard of care provided is not high quality or acceptable. If you have concerns about the care you or the person you care for is receiving, the following options will guide you on the next steps:

1. Every provider has a complaints policy. This sets out what you can do if you are not satisfied about the care being provided. The first step is to speak to the care provider about your concerns – you can do this by talking to any member of staff. Ask them what they will do and when you can expect them to resolve the situation.
2. If the situation does not improve, you can make a formal complaint under the provider's complaints policy.
3. If you are still not satisfied or the situation has not improved, then further action can be taken as follows:



What happens next?

BCC, the CCG and the CQC all have separate guidelines on how they deal with complaints. They can be found here:

Bristol City Council: www.bristol.gov.uk/complaints

NHS Bristol Clinical Commissioning Group: www.bristolccg.nhs.uk/contact/complaints

Care Quality Commission: www.cqc.org.uk/content/complain-about-service-or-provider

Safeguarding adults protocols

Occasionally the poor quality of care provided to people can lead to the risk of, or actually being, harmed. Safeguarding adults procedures will be used to make sure that the risk of harm is removed as quickly as possible. No matter how the person is funded, Bristol City Council has a duty to make sure enquiries are undertaken to find out what has happened. If found to be necessary Bristol City Council will work with the provider and funder to make sure that care is safe. If you are concerned that people are or may be harmed do contact Bristol Care Direct on www.bristol.gov.uk/social-care-health/report-suspected-abuse or call 0117 922 2700.

If the safeguarding enquiry finds that the care being delivered is not safe, it is the duty of the funder to undertake reviews and make any changes necessary to the individuals care plan, including consideration of whether the person may need to move out of the provided service.

Safeguarding adults procedures must always involve the individual concerned, their family or representatives, providers and funders so that all are aware of the risk and actions to remove risk, and can make decisions accordingly.

In rare cases the care provided to everyone the provider is working with is deemed unsafe. Bristol City Council will use the 'organisational abuse safeguarding adults procedures' in these cases. Providers are expected to inform the individuals using the service and their families/representatives about concerns and the plans to keep the service safe. Bristol City Council will monitor to make sure that these actions are being taken.