Strategic Provider Risk Group decide to agree 'at risk' status. Letter issued to provider by Contract and Quality Manager (CQM), expressing concerns, using standard template

Improvement plan co-produced between provider and the Contracts and Quality Team (CQT) within Commissioning and Market Management as appropriate within 5 working days of delivery of letter. CMM in regular dialogue with provider during this period

Progress reported back to Strategic Provider Risk Group

Strategic Provider Risk Group are satisfield that the Improvement Plan has been complied with fully by the provider within 4 weeks.

Provider reverts to routine monitoring regime with greater initial oversight.

CQT issues standard lifting of at risk of suspension letter.

Strategic Provider Risk Group assess partial compliance with the Improvement Plan, are satisfied progress has been made and agree to extend the deadline for completion.

Strategic Provider Risk Group consider that the Improvement Plan has not been complied with, little or no evidence of progress.

Proceed to suspension of placements (Route 2 - Red).

Suspension of placements: Route 2 - Red

This route can be used following Route 1 or where there are urgent safety concerns it can be used without going through Route 1.

Internal report is written including Improvement Plan, providing recommendation of the Strategic Provider Risk Group to immediately suspend placements. Report considered by DMT, ordinarily within one week of the decision by the Strategic Provider Risk Group

Not endorsed. Review rationale for non-endorsement. Refer to either start of Route 1 or extension of Route 1 monitoring period.

The DASS (and if relevant, a colleague from GM ICB) sign off the suspension

CQM issues suspension of placements letter and improvement plan with timescales to provider.

Notifications issued to: Basecamp (NW), CQC, Care Management (including consideration of what reviews of current placements are required, Internal Finance. Agree form of notification to service users, relatives and advocates with provider.

Continue to work with suspended provider to assess if they are making progress to ensure meeting timescales in Improvement Plan. Regular visits take place from CQT to support the provider to take sustainable action around areas for improvement and ensure that other standards do not drop as a result.

Progress considered monthly by the Strategic Provider Review Group

Strategic Provider Risk Group agrees sufficent progress has been made.

Progress to Green Route - Actions facilitating Lifting of Suspension

Provider has failed to comply, refer to Provider Failure Policy

Once the provider has demonstrated **sustainable** progress in all Improvement Plan areas the CQM will be instructed by the Strategic Provider Risk Group to write a report recommending the lifting / or conditional lifting of the suspension for consideration of DMT, with sign off required by the DASS (and a colleague from GM ICB where relevant).

If agreement obtained to lift the suspension, the CQM will issue the provider with the lifting of suspension letter, visit if required to advise and explain any conditions attached to lifting the suspension and when these will be reviewed.

Complete the necessary notifications - Basecamp, CQC, Care Management, Internal Finance, Service users, relatives and advocates.

Provider reverts to routine monitoring, with caveat of greater initial oversight.

Key:

CQM: Contracts and Quality Manager

CQT: Contracts and Quality Team

DASS: Director of Adult Social Services

DMT: Directorate Management Team