



Healthwatch Cambridgeshire Escalation Policy

Purpose of this document

This policy sets out Healthwatch Cambridgeshire's role in:

- 1) Collating people's views and experiences of care services
- 2) Highlighting health and care issues for consideration by Healthwatch England
- 3) Dealing with an immediate safeguarding concern
- 4) Dealing with a quality and safety issue relating to service providers

Healthwatch Cambridgeshire (HWC) understand the importance of acting appropriately on intelligence and service users' feedback to ensure that individuals are not subjected to poor quality health and care services. This document sets out how HWC will work together with:

- Healthwatch England
- Care Quality Commission (CQC)
- Monitor
- Health & Social Care Commissioners
- Cambridgeshire County Council Health Committee
- Cambridgeshire Health & Wellbeing Board

To ensure that we are able to develop a comprehensive picture of the state of care. It aims to ensure that we do not miss opportunities to identify poor care, or shed light on failings affecting people using health and social care services.

HWC will establish an effective relationships with the relevant contacts in the organisations listed above. This will enable HWC to routinely share appropriate feedback and for the regulating and commissioning organisations to inform HWC about the quality of services.

1. Collating people's views and experiences of care services

As a Local Healthwatch, HWC's core purpose is engaging with people using health and social care services and gathering their views and experiences. This might include:

- Individual comments and feedback
- Surveys
- Enter & View reports
- Intelligence from groups, partnerships and other organisations

HWC will compile this intelligence using an appropriate database to record the information in a manner in which the service user can not be identified.

HWC will inform providers, commissioners, regulators and other appropriate bodies of this compiled intelligence. HWC systems will be in place to ensure progress is tracked and reported.

2. Highlighting health and care issues to the CQC and Healthwatch England

HWC may have reason to be concerned about the quality and safety of a service because of feedback from the public including patients. This information may not amount to a safeguarding issue where an immediate risk is posed to an individual but is of sufficient concern that it must be acted on appropriately.

In these instances, HWC will raise the concern with the provider and commissioner. HWC will also inform the CQC, the Local Authority and Ofsted as appropriate.

Where concerns are not satisfactorily resolved they will be escalated to Healthwatch England using their Escalation Procedure.

Dealing with safeguarding issues

There will be times where a local Healthwatch identifies an immediate risk to the safety and wellbeing of people using services whose circumstances make them particularly vulnerable to abuse, neglect or harm.

These matters should be referred immediately to the relevant Local Authority's Safeguarding Team and/or the police. Please refer to HWC's Adult and Children's Safeguarding Policies for further detail, lead officers and relevant procedures to be followed.

If the safeguarding issue is not resolved to HWC's satisfaction we will escalate to Healthwatch England as above.

Approved by Healthwatch Cambridgeshire Board of Directors

Date: September 2014

Reviewed:

Date: November 2016

Next Review

Date: November 2017

Responsible Officer

Chief Executive Officer of Healthwatch Cambridgeshire

Appendix 1

