Healthwatch Cambridgeshire and Peterborough Escalation Policy

Purpose of this document

This policy sets out Healthwatch Cambridgeshire and Peterborough'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 and Peterborough 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 Healthwatch Cambridgeshire and Peterborough will work together with:

- Healthwatch England
- Care Quality Commission (CQC)
- NHS Improvement
- Health, Social Care and Public Health Commissioners
- Cambridgeshire County Council Health Committee
- Peterborough Overview and Scrutiny Committee
- Peterborough Health and Wellbeing Board
- Cambridgeshire Health and 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.

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

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

As a Local Healthwatch, Healthwatch Cambridgeshire and Peterborough'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 and View reports
- Intelligence from groups, partnerships and other organisations

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

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

2. Internal escalation process

Healthwatch Cambridgeshire and Peterborough will use the Escalation Process and Recording template (Appendix 1) to escalate concerns internally and seek appropriate approval for external escalations. This seeks to empower staff to address concerns at the earliest opportunity.

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

Healthwatch Cambridgeshire and Peterborough 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, Healthwatch Cambridgeshire and Peterborough will raise the concern with the provider and commissioner. Healthwatch Cambridgeshire and Peterborough 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 Healthwatch Cambridgeshire and Peterborough'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 Healthwatch Cambridgeshire and Peterborough's satisfaction we will escalate to Healthwatch England as above.

Approved by Healthwatch Cambridgeshire and Peterborough Board of Directors
Date: 18th July 2018

Responsible Officer
Chief Executive Officer Healthwatch Cambridgeshire and Peterborough

ESCALATION RECORD

Summary of the issue
Desired outcome

Decision 1: Level of Urgency

Q   Is there a significant safe-guarding concern?
If yes, follow Safeguarding Process
If no, proceed to Decision 2

Q   Does there need to be immediate or urgent action?
If yes, alert CEO or Chair
If no, proceed to Decision 2

Name of staff member completing this form

Date

Decision 2: Do we escalate?

Complete the notes, and tick relevant column:

Criteria	Guidance	Notes	Yes	Not sure	No
Does it meet HW core business?	Relates to HW role to listen to and amplify the health and social care concerns of their local communities				
Does it meet our values?	These are available in the strategy				
Does it meet current strategic priorities?	These are available in the strategy				
Is it experience-base and intelligence- led?	What evidence do you have? Is it from HWCP or others?				
Will the work make a difference?	What is the hoped-for impact? Process or content or both?				
Do we have the skills, knowledge and capacity to do it?					
Have others done it before? Other HWx?					
Is it being done or could it be done effectively by any other organisation?					
Can it be done in partnership with another organisation?					
Area affected	Local, district, county, regional, national				
Is the work related to planned or potential system change?					

Decision 3: Who will need to approve the escalation?
Answer these questions to decide at what level this work needs approval.
1) **How many people are potentially affected by this issue?**
   a) Does it disproportionally affect a particular group of people, or people with a particular health condition or social care need?
   b) Do we have any evidence about a significant effect locally or nationally?

2) **What level of public interest or publicity is there?**

3) **What are the risks of doing nothing?**

<table>
<tr><td rowspan="3">SEVERITY</td><td>Disproportionally affects a particular group of people, or people with a particular health or social care need / high local or national media interest / high risk of harm if not raised</td><td>**Question**
CEO Decision</td><td>**Concern**
Chair decision</td><td>**Project**
Panel/Board decision</td></tr>
<tr><td>Has a medium impact on a particular group of people, or people with a particular health condition or social care need / some local or national media interest / medium risk of harm if not raised</td><td>**Question**
Line Manager</td><td>**Concern**
CEO Decision</td><td>**Project**
Chair decision</td></tr>
<tr><td>Has a low or negligible impact on a particular group of people, or people with a particular health condition or social care need / little local interest / low risk to public</td><td>**Question**
Staff decision escalate to Line Manager if unsure</td><td>**Concern**
Line Manager</td><td>**Project**
CEO Decision</td></tr>
<tr><td></td><td>Quick and easy for individual staff to deliver</td><td>Involves a number of staff and a significant time</td><td>Long term projects / significant resources</td></tr>
<tr><td></td><td colspan="3" align="center">COST</td></tr>
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