

Escalation Policy

CM19

Date Written	
Author(s)	
Version	
Date Signed Off	
Reviewed by	

Date: []

Review Data

Initial Production

Name	Role/Department	RACI	Date

R = Responsible for writing the policy; **A** = Accountable; **C** = Consulted; **I** = Informed

Change History

Version	Date	Details of Change	Author

Emergency Contact Details

Name	Email	Mobile

CQC Fundamental Standards

Regulation Number	Regulation Details
Regulation 17: Good governance	Risks to the health, safety and/or welfare of people who use services must be escalated within the organisation or to a relevant external body as appropriate.

Key Lines of Enquiry

KLOE	How this applies to Escalation
Safe	Adhering to procedures for the escalation of concerns helps promote the safety and well-being of service users.
Effective	By having simple and straight forward escalation procedures we promote the effectiveness of our service through clear communication.

Related Documents

This policy should be read in conjunction with our:

- CP02 - Care Planning Policy
- CM33 - Safeguarding Vulnerable Adults Policy
- HR25 - Whistleblowing Policy

Policy Statement



Policy Aims

- The aim of this Policy to promote the safety and well-being of Service Users.
- This is achieved by providing guidance to all staff on a simple and clear procedure that is to be used when raising any concerns.
- The Procedure is intended to be as simple and straight forward as possible.
- The Escalation Procedure will ensure that any concerns are raised and resolved as quickly as possible.

Service Users well-being is a central concern for Careville Ltd. Effective escalation of concerns about the Service User's health, safety or circumstances is an important part of maintaining their well-being.

Escalation refers to the process of reporting the concern to a senior member of staff, such that steps can be taken to resolve the problem or issue.

It is our Policy that any concern a Care Worker has about a Service User must be escalated immediately, following the Procedure outlined below.

The details of the concern, including the reason for and the nature of the concern, must be clearly documented.

Some examples of concerns are:

- Worries or issues expressed by the Service User themselves

- Changes in the person's health
- Changes in the person's emotional state or mental health
- Deterioration in an ongoing health problem
- Housing related issues, such as faulty equipment, damage to property or interruption to utility supply.

This Procedure should be followed in all instances where a Care Worker has a concern, regardless of the nature or severity of that concern.

Flowchart of Escalation Procedure to be followed in all cases.

- | | |
|--------|---|
| Step 1 | • Identify Concern |
| Step 2 | • Establish the Nature and Urgency of the Concern |
| | • Call Office and Report Concern |
| Step 3 | • Staff in the Office will take responsibility for contacting other parties as required |
| Step 4 | • Document Details of the Concern in Care Plan and document who/when the concern was reported as well as the details of the concern |

- Once the Office has been notified, a Senior Member of Staff will contact the relevant people or bodies, depending on the nature and severity of the concern.
- This could include an ambulance, the GP, District Nurse, Care on Call, Next of Kin, or the Police.
- Where appropriate, depending on the nature of the concern:
- Local Adult Social Services will be contacted and notified
- The Care Quality Commission will be contacted and notified
- A safeguarding concern will be submitted to the Local Safeguarding Adults Board.



Key Points to Take Away

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Policy Review

A Director will review this policy at least once a year to make any updates needed.

Authorisation and Signature

This Policy is the authorised version agreed by the Directors of Careville Ltd. All employees are expected to follow this policy and failure to do so could result in disciplinary action.

Director's Signature

Director