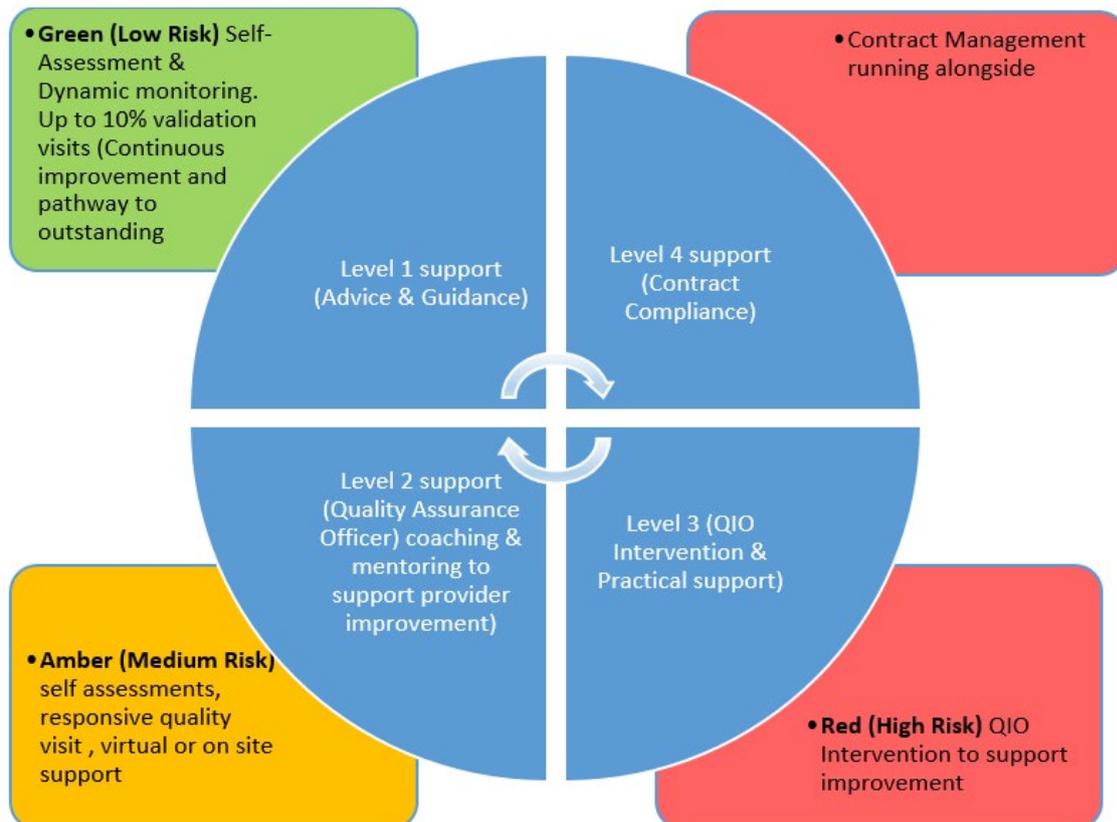


Levels Of Support

The diagram below shows the levels of support available to providers when risks have been identified. This process allows the team to target its resources where they can have the greatest impact. The offer of support from the Quality Team includes both Health and Adult Social Care intervention. Where there is an identified need the Nursing Team as part of the wider Quality Team are able to offer training as appropriate.



Quality Assurance Visits – Visits undertaken to care providers by the Quality Team to assess the quality of the service being delivered to the people of North Yorkshire.

Validation Visits - May be used by the Quality Team to assess and ensure that the information included in the provider's self-assessment can be evidenced and accurately reflects the service being delivered to the people of North Yorkshire.

Provider's Self-Assessment – Completed Quality Assessment conducted by the care provider and submitted to the Quality Team at least annually.

Intervention Visits - Direct support delivered by the Quality Team, working with the provider and, where appropriate, staff teams to improve practice. This support is undertaken in commissioned services as well as services provided by the Council.

Improvement Plans - Means the plan to be developed following a Quality Assessment and can include any improvements required by CQC or organisational safeguarding.

Any interventions by the Quality Team may be undertaken at the same time as any contract compliance or safeguarding activity, processes are designed to complement each other and not be treated in isolation.