

Quality Action Group (QAG) Terms of Reference

June 2023

Purpose

A **Quality Action Group** has been established, led by a member of the Senior Leadership Team, and comprising representation from operational teams from LBC and C&I. Including, Support and Safeguarding, Mental Health, CLDS, Commissioning, Provider Services, Learning and Development Practice Leads and the Complaints Teams. The objective is to support and drive good quality of operational practice and care provision in Adult Social Care through a range of quality assurance activities.

This group's functions are to oversee the delivery of the Quality Assurance Framework and:

- Oversee, monitor, and review all activities carried out as part of the framework.
- Develop both a specific and wider understanding of themes that present, and;
- Plan activity to support ongoing learning and development, practice development and change management to address identified areas of focus
- Exercise responsibility for highlighting risks and areas of focus that come to light through the activity of the framework to SMT and Quality Board
- To carry out functions set out in the policy and procedures regarding the implementation of the LeDeR Review process, Serious Incident Reviews and Safeguarding Adults Reviews
- Learning from both provider issues and best practice, monitoring how risks and thresholds are mitigated, reported, and escalated as required
- To work with Camden and Islington Mental Health Trust to ensure their Quality Assurance work is operating to an equivalent governance model within C&I and reporting in parallel to the Quality Board

It will do this by planning and coordinating the following:

- Develop, implement, and oversee a suite of quality development and assurance functions and activities under the oversight of the Quality Board
- To receive Learning Reviews and Assurance Plans regarding Serious Incidents or LeDeR reviews following either a decision to de-escalate or on completion of a Serious Incident Investigation, and to take steps to gain meaningful assurance that learning has been acted upon
- To take steps to ensure learning and data from all activity is shared through the development of the Quality of Practice dashboard (an important indicator of quality status and trends) and any other mechanisms for routine collection of quality information
- To report to the Quality Board on the work of the Quality Action Group on a quarterly basis.

Arrangements

- The Group will be Co-chaired in the first instance by the Head of ASC Operations (Avril Mayhew) and the Head of ASC Insight, Quality and Financial Services (Jamie Spencer)

- The Quality Board can appoint a new Chair at any time.

Initial membership will consist of:

- Head of ASC Operations for Adult Social Care- Avril Mayhew
 - Head of ASC Insight, Quality and Financial Services- Jamie Spencer
 - Head of Adult Social Care Innovation- Cynthia Davis
 - Head of ASC Neighbourhoods- Bernice Solvey
 - Principal Social Worker- Margaretha Staines
 - ASC Quality Assurance Lead- Roisin Harper
 - Commissioning Manager- Claudia Gabriel
 - Contracts and Commissioning Manager- Benjamin Murphy
 - Safeguarding Service Manager- Noel Geoghegan
 - Practice Development Lead- Reetha Hussain
 - Professional Social Work Practice Educator- Sally Nieman
 - ASC Workforce Development Lead- Gemma Webster
 - ASC Co-Production Lead- Freyja Banks
 - Provider Services Quality and Development Lead- Violet Northover
 - OD and L&D Supporting People Lead Officer- Djalale Gidada
 - OT Lead Practitioner- Michael Ross
 - CLDS Service Manager- Catherine Schreiber
 - Access and Response Service Manager- Chris Stone
 - Neighbour Hoods Service Manager- Mehret Kidane
 - Hospital Team Manager- Asli Ipek
 - ASC Mental Health Service Manager- Bablur Hossain
 - Mental Health Practice Development Lead Practitioner- Lorna Simone Stewart-Fraser
 - Prevention and Well Being Service Manager- Jessica Lawson
 - IRM Team Leader Complaints- Malcolm Ankumah
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- The Chair can vary membership of the Group at any time.
 - The initial frequency of the meetings shall be once per calendar month for one and a half hours.
 - The Chair holds the authority to vary the frequency of meetings of the Group at any time.
 - The Quality Board can appoint a new Chair, vary membership of the Group and / or vary frequency of the meetings of the Group at any time, taking precedence over any other decisions on these matters.
 - The Chair is responsible for ensuring appropriate records are kept of the work of the Group and ensuring agreement by the group of draft minutes in subsequent meetings. Governance this group will report to the Quality Board who will then be responsible for reporting any outputs to other interested and relevant groups/bodies as appropriate.

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