

Closing the Loop Process

Auditor will finalise on LCS once the audit tool is fully completed and add a case note to reflect audit has been completed, copying in relevant practitioners and managers

The Quality Assurance (QA) Manager, Allocated Key Worker, Team Manager and Service Manager will receive an alert to inform that an audit has been completed.

The QA Manager will assign the audit action review form to the relevant Team Manager with actions highlighted in the audit. Expected timescales will be clear within the audit action review form.

The Team Manager will receive a weekly alert in their LCS tray to complete the form.

All audit actions should be completed no later than 31 days from the audit. Actions will have different timescales to adhere to and must be completed.

The QA Manager will monitor the completion of actions and contact the relevant Team Manager to discuss and add a case note. Escalation to Service Manager will follow if non compliance persists.

A third of audits will be moderated each month; the moderator will flag if audit actions remain outstanding in these cases.

On a quarterly basis; 10 previously audited cases will be dip sampled to track completion of actions and consider quality of completed actions. This will be reviewed each quarter.