



Appendix 2: Interim Notification of Dissatisfaction (NoD) & New Business Suspension Process

INTERIM ADULT PROVIDER NOTIFICATION OF DISSATISFACTION (NoD) & NEW BUSINESS SUSPENSION PROCESS (Non-emergency & Emergency)			
Team / Organisation / Meeting Type	Step	Timeline	Process
Adult Contract & Quality Management Team + Provider	1	4-weeks rectification and action plans to be adhered to post each 'Notice of Dissatisfaction' letter	Contract monitoring and/or quality assurance plan not met in respect of the health, safety and well-being on people in care, i.e., high volume of medication error concerns and/or poor process, AND/OR;
	1.01		Provider is non-compliant in contract or quality assurance checks, i.e., lack of engagement or cooperation in quality queries and monitoring visits.
	1.02		If provider is unable to make rectifications or participate in quality improvement after 3 Notices of Dissatisfaction letters. <i>Go to Step 2.</i>
Adult Contract & Quality Management Team	2		Suspension process triggered for an emergency, non-emergency suspension, continued suspension or lifting of suspension.
	2.01	24-hours	In case of an emergency suspension, where a service requires immediate action, an email from a Quality Manager to the DASS and Director of Commissioning is required with listed concerns in chronological order, and rationale for an immediate suspension of a service or service unit.
	2.02		The DASS must approve the emergency suspension to be effective immediately upon receipt of the email with letter to the Provider. <i>Go to Step 4.</i>
	2.1		Officer develops a 'Provider Suspension Request Brief' and escalates to their Quality Manager. Brief includes lists of concern/s with chronology, evidence of the issues, any previous mitigation to risk and recommended stipulations for a new business suspension.
	2.2		Quality Manager reviews the brief, amends if required and escalates to the Head of Service for Quality & Contracts.
	2.3	7-days before Board meeting	Head of Service reviews and has final sign-off of the brief and submits to the Adult Quality Board 7-days before the next monthly meeting.



Adult Quality & Suspension Board (DASS SIGN-OFF)	3		Board receives suspension request brief and allocates slot to present for discussion.
	3.1		Quality Manager presents case to the Board with recommendations.
	3.2		Board participants vote to either agree to recommendation/s or requests further information required.
	3.3		Board requires further information:
	3.3.1		the Quality Officer revises the 'suspension brief' where it is reviewed by relevant managers and signed off for next board meeting or urgent board meeting (quorum).
	3.4		Board agreed recommendations:
	3.4.1		The Quality Officer initiates suspension stipulations.
Adult Contract & Quality Management Team	4	1st day of suspension	Quality Officer develops an official suspension letter with concerns, evidence, stipulations and request for an 'action plan' on date of agreed suspension, lifting of suspension stipulations.
Provider	5	14-days from 1st day of suspension	Registered Manager has 2-weeks to submit an 'action plan' based on the official suspension letter concerns.
Adult Contract & Quality Management Team	6	21-days from 1st day of suspension	Quality Officer receives Providers 'action plan' then reviews, agrees and/or amends within 7-days.
Provider	7	8-weeks from 1st day of suspension	Registered Manager and Quality Officer/Manager meets within 8-weeks of suspension to review action plan rectification/s (this can include a clinical lead, housing lead, etc) depending on rectifications required.
Adult Contract & Quality Management Team	8		Quality Team reviews action plan.
	8.1		If the Officer and management agree to lift suspension, a 'Provider Suspension Request Brief' is developed and sent to the Quality Manager to review and revise with final sign-off from the Head of Service.
	8.1.1		Brief is submitted to the Adult Quality Board 7-days prior to meeting for discussion and action.
	8.1.2		Board agrees with recommendation and sends a letter on the day to lift suspension and notifies Brokerage and the Contract Manager (if applicable).
	8.2		If the Officer and management does not agree to full or partial lifting of suspension, a further 8-weeks is added to the suspension with a briefing note submitted to the next Adult Quality Board.



	7.2.1	1st day for continued suspension	Officer devises an official letter to the Provider stipulating revised suspension terms and any further requests for rectification updates and/or new plan to meet any changes in quality of the service to be completed in 2-weeks from date of letter.
Provider	9		Provider revises 'action plan' with timelines and submits to the Quality Team within stipulated timelines.
Adult Contract & Quality Management Team	10		The Quality Officer reviews the revised 'action plan' and replies with any concerns or amendments within 7-days of receipt of revised 'action plan'.
Provider	11		Provider has 7-days to agree any amendments and sends to the Adult Quality Team
Adult Contract & Quality Management Team	12		The Quality Officer receives the updated 'action plan'.
	12.1	8-weeks post 1st day of continued suspension	Registered Manager and Quality Officer/Manager meets within 8-weeks of suspension to review action plan rectification/s (this can include a clinical lead, housing lead, etc) depending on rectifications required. Provider may request to meet earlier if all rectifications have been completed.
NOTES			Any suspension past 12-months should be reviewed for a potential contract default