**CP ISSUES RESOLUTIONS PROCESS (SW TEAMS)**

CP Chair (CPC) identifies concern

**NB:** Consider whether an early

CP review/professionals meeting would assist and avoid dispute

Is immediate action required?

**NB:** It is likely most concerns would be resolved within this stage

NO

YES

**Informal challenge:**

1:1 or telephone case discussion to occur wherever possible within 48 hours to agree actions/remedy but this should not introduce delay

* Timeframe for resolution: 5 working days
* CPC add recording to Care Director with title ‘CP Issues Resolution’. SW TM adds their response and returns to CPC.
* QAAS BS to add to spreadsheet.

**Stage One:**

CPC to raise formal challenge and forward to relevant manager setting out why escalated and remedy sought

* Timeframe for resolution: 5 working days
* QAAS BS update spreadsheet
* CPC to record on Care Director, SW TM to respond and return to CPC .

CPC adds summary comment to Care Director and closes challenge

QAAS BS updates spreadsheet

CPC updates QAAS SM

Resolved?

YES

Resolved?

NO

NO

YES

YES

**Stage Two:**

CPC to make QAAS SM aware and escalate to SM

* Timeframe for resolution: 5 working days
* QAAS BS update spreadsheet
* CPC add to CareDirector

**Stage Three:**

CPC to make QAAS SM aware and escalate to HoS/ADM

* Timeframe for resolution 5 working days
* QAAS BS update spreadsheet
* CPC add to CareDirector
* HoS/ADM add case note to Care Director

NO

Resolved?