**Contract Performance & Quality Team**

**Suspension of Services Alert**

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| The Following service has been suspended until the Contract Performance & Quality Team conduct further investigation into concerns raised regarding quality of service. The suspension will remain until further notice.  |
| Organisation | Service Name  | Date of Alert / Suspension  |
|  |  |  |
| Alert Level(Local or Regional) | Alert Risk(Red, Amber, Green) | Contact Lead Manager |
| Co-ordinator/ Lead Officer**All scheduled or additional officer visits must be confirmed with the co-ordinator** |
| Data Protection Level (who is this suspension alert for?): | Please tick |
| Care Managers / Review Officers CCG Officers Health and CPN’sRegional CouncilsCQCSafeguarding Officers  | Highly Confidential - key individuals  |  |
| Confidential - External  |  |
| Confidential - Internal Only  |  |
| Tick Suspension Concern |
| Risk to Customer  | Risk to Staff  | Poor Quality identified  | Underperformance identified  | As part of a Significant Alert  |
|  |  |  |  |  |
| Highlight Suspension Stage  |
| 1. Identify Risk | 2. Meet with Provider | 3. Plan  | 4. Review  | 5. Lift Suspension  |
|  |  |  |  |  |