

Do I Need to Report This to Suffolk County Council? - A Practical Guide for Providers

The Adult Safeguarding framework summarizes **Local Management** and **Quality Concerns** as –

LOCAL MANAGEMENT	QUALITY CONCERN
Resolutions can be sought by individuals, their representatives or organisations themselves without the need to refer to Customer First or Safeguarding Leads.	There are concerns that have been raised with regards to the quality of the care being delivered either by formal or informal carers and will require a response such as care management reviews, complaint raised or referral to other agencies but is not considered abuse that requires a specialist safeguarding response

[Safeguarding Framework and Threshold Matrix — Suffolk Safeguarding Partnership](#)

We've Had Several Falls. Do I Need To Report Them?

Many providers report falls because they are unwitnessed, the cause is unclear or they want to demonstrate transparency and accountability.

Local Management may be appropriate when:	Consider a PRQC when:
• Individual falls are recorded and reviewed • Risk assessments are reviewed • Care plans are updated where required • Appropriate action has been taken • Safeguarding thresholds are not met	• Falls are increasing • A pattern is emerging • Multiple people are affected • Concerns continue despite interventions

We've Had Medication Errors. Do I Need To Report Them?

Many providers view medication errors as high-risk incidents and worry that not reporting them externally may appear to lack transparency.

Local Management may be appropriate when:	Consider a PRQC when:
• A single medication error has occurred • Appropriate investigation has taken place • Learning and corrective action have been implemented	• Errors are becoming more frequent • Themes are emerging • Concerns continue despite actions being taken

We've Had Resident-to-Resident Incidents. Do I Need To Report Them?

Providers may be concerned about harm, duty of care or whether incidents indicate inadequate supervision or care.

Local Management may be appropriate when:	Consider a PRQC when:
• A one-off incident has occurred • Risks are understood • Appropriate supervision and interventions are in place	• Incidents are becoming more frequent • A pattern is developing • Concerns continue despite interventions

We're Seeing Bruising and Skin Tears. Do I Need To Report Them?

Unexplained injury can be difficult to interpret and may feel difficult to confidently rule out as a safeguarding concern.

Local Management may be appropriate when:	Consider a PRQC when:
• The incident is isolated • Known risk factors exist • No evidence of neglect is identified	• Numbers are increasing • Recurring themes are emerging • Concerns continue despite preventative measures

We've Identified Pressure Area Damage. Do I Need To Report It?

Providers often associate pressure area damage with care quality concerns and inspection scrutiny.

Local Management may be appropriate when:	Consider a PRQC when:
• An isolated issue has been identified • Appropriate clinical support has been sought • Care and governance processes are being followed	• Pressure damage is increasing • Similar concerns are recurring • Concerns continue despite preventative measures

What SCCM Wants To Understand from PRQC submissions

SCCM is interested in provider thinking, provider review, provider learning, provider actions and provider response to the concern. SCCM is not looking for the details of every individual incident. The quality concern is the report. The incidents are evidence. <https://www.suffolk.gov.uk/ProviderReportedQualityConcerns>

Not Sure Which Reporting Route Is Right?

If you have used the Adult Safeguarding Framework and remain unsure if the increasing concerns might meet safeguarding thresholds, consider contacting the MASH Consultation Line for a professional discussion.

The Consultation Line can help you:	MASH Consultation Line on 0345 606 1499.
• Explore safeguarding thresholds • Talk through the circumstances • Consider whether concerns are being appropriately managed • Discuss whether increasing incidents may indicate a wider concern • Support confident decision making	

A consultation with MASH does not automatically mean a safeguarding referral is required. The purpose of consultation is to help you apply the framework and choose the most appropriate reporting route. Following a consultation, the most appropriate outcome may be:

- Continue with Local Management
- Consider a PRQC
- Submit a Safeguarding Concern

