



Eyes and Ears form for Health and Adult Social Care Professionals

The aim of this document is to provide a tool to aid health and adult social care staff in identifying contracting concerns, feeding directly into the contracting compliance team at RMBC who are able to process these concerns.

During the COVID 19 period this tool will be of particular importance to feed local intelligence on the quality of care individuals living in care homes, or requiring domiciliary care services, receive.

This form seeks to formalise and record your impressions of a care home or domiciliary care service. This is not an inspection or a contracting visit, but is intended to deepen commissioning 'intelligence'

If you are placing, assessing or reviewing an individual living in a care home or a person in receipt of domiciliary care service, you may notice some aspects of that service you consider below 'good'.

It is important that, if you identify any concern you feel may be a safeguarding issue, you should escalate this via your normal safeguarding process. This document is not intended to be used for safeguarding concerns, but to feed into the wider intelligence and quality of care individuals are receiving.

The form has 6 simple questions and has the option of adding narrative to the questions.

Staff need to be mindful that if patient details are to be included, consent is necessary. If the person is unable to give consent, it should be clear why this is the case (ie the person is unable to understand, retain, use & weigh up information or communicate their decision) and it must be indicated that this action is in the best interest of the person.