

Report on actions you plan to take to meet Health and Social Care Act 2008, its associated regulations, or any other relevant legislation.

Please see the covering email for the date by when you must send your report to us and where to send it. **Failure to send a report may lead to enforcement action.**

Account number	1-403120898
Our reference	AP20286
Location name	Northamptonshire Domiciliary Care Agency

Regulated activities	Regulation
Northamptonshire Domiciliary Care Agency - Location - RA1	Regulation 17 Regulations for service providers and managers - Care Quality Commission (cqc.org.uk)
	How the regulation was not being met:
	<i>The provider failed to establish effective systems to assess, monitor and improve the quality and safety of the service.</i>
Please describe clearly the action you are going to take to meet the regulation and what you intend to achieve	
We have implemented a strengthened Quality and Compliance Monitoring (QCM) Framework to improve oversight, governance, and service quality across the area. All supported living services are assigned a RAG rating, enabling us to identify areas of risk and target support where it is needed most. The new Service Manager quality monitoring tools are embedded into our quality assurance processes to provide a more consistent approach to reviewing performance and identifying improvements. Registered Manager/Area Operations Manager (AOM) monitoring visits are scheduled according to service risk levels: • High-risk services: monthly or more frequently where required • Medium-risk services: every two months • Low-risk services: quarterly In addition, the AOM will complete monthly desktop reviews for all services, regardless of risk rating, to ensure ongoing oversight and timely action where concerns are identified.	

Performance dashboards are used to monitor compliance, quality, and operational performance. These are reviewed regularly with Service Managers through accountability meetings to ensure actions are completed and improvements are sustained.

Restrictive practice audits have been completed across the area and are now a standing agenda item within Area Management meetings. We will continue to review learning from these audits, share good practice, and ensure staff teams understand restrictive practice principles, promoting the least restrictive and most person-centred approaches possible.

We have assurance audits to ensure all key areas are regularly assessed to monitor and review ways of workings and these cover Health (including avoidable harm), Person centred practice (including restrictive practice), Compliance, Health and Safety, Systems and supporting our teams.

Who is responsible for the action?

Registered Manager and Area Operations Manager
Service Managers

How are you going to ensure that the improvements have been made and are sustainable? What measures are going to put in place to check this?

Effective and regular quality monitoring supports us to ensure people receive safe, effective, and person-centred support while also reducing the risk of avoidable harm.

All AOM service visits are recorded within our Quality Management System (QMS). This allows us to identify themes and trends, monitor progress against actions, and implement improvement plans where required. Progress is reviewed through AOM accountability meetings with the Regional Manager to ensure actions remain on track.

Service Managers maintain a visible presence within their services and are expected to spend meaningful time alongside the people they support and their staff teams. Priorities for each month are agreed and reviewed through accountability meetings, ensuring focus is maintained on quality improvement.

Recruitment is still in progress to enable a full Management team, once in place this will continue to drive improvements across the area using a proactive and person centred approach.

Regular audits are carried out by Service Managers and the Quality Team as part of an ongoing programme of assurance activity. Mencap's Quality and Practice Team provides additional quality assurance, guidance, and practice support. We also work closely with our dedicated Quality Advisor to seek specialist advice and challenge where needed.

Together, these measures provide robust oversight, enable early identification of concerns and support continuous improvement and learning across our services.

Who is responsible?

Registered Manager and Area Operations Manager
Regional Operations Manager.

What resources (if any) are needed to implement the change(s) and are these resources available?

The resources required to implement and sustain these improvements are already available and are being embedded within Mencap's quality assurance framework.

Quality Management System (QMS)

QMS is our central system for managing quality across Mencap. It is used to record incidents, complaints, compliments, feedback, safeguarding concerns, audits, and health and safety actions. This provides oversight of performance and supports effective monitoring and reporting and action planning to enable us to review learning and outcomes.

Quality and Compliance Monitoring (QCM) Framework

The QCM Framework provides Area Operations Managers with a consistent approach to quality monitoring and service oversight. It includes guidance on risk ratings, desktop reviews, and service visits, helping to strengthen governance and assurance across services.

Quality, Culture and People (QCP) Accountability Framework

The QCP Accountability Framework supports meaningful discussions beyond performance indicators alone. It enables the AOM to review data, trends, insights and quality information alongside professional curiosity to drive improvement. The framework creates a consistent approach to accountability across Quality and our team and supports a positive culture.

These systems and frameworks are already in place and will continue to support the implementation and embed the required improvements across Northamptonshire.

Date actions will be completed:

March 2027

How will people who use the service(s) be affected by you not meeting this regulation until this date?

There is no immediate impact on the people we support while these improvements continue to be embedded. Management systems are already in place to support good governance, oversight, monitoring, and review across our services.

The timescale of March 2027 reflects the time needed to fully embed and sustain the strengthened processes.

Temporary Managers are currently in post within services to maintain day-to-day leadership and ensure that quality, safety, and governance arrangements continue to be monitored and reviewed.

Completed by: (please print name(s) in full)	Area Operations Manager
Position(s):	Area Operations Manager
Date:	18 September 2026