

HERTS CARE QUALITY STANDARDS TOPIC GROUP

The Recommendations of the Herts Care Quality Standards Topic Group are set out below:

1. Members request an information note outlining the Hertfordshire Care Quality Standard targets and scoring.
2. The number of Quality Monitoring Officers should be increased.
3. Health & Community Services (HCS) should work with HCPA to identify ways to provide assurance regarding the quality of non-commissioned services that are accessed by self-funders.
4. To be effective the Hertfordshire Careconcerns system needs to be publicised more widely. Members to be advised of where and to whom Careconcerns is promoted.
5. Members would like an information note providing more detail of the complaints process. In addition, an update and breakdown of complaints should be provided to the Monitoring of Recommendations topic group when it meets in 6 months.

The full report can be viewed at [Herts Care Quality Standards Topic Group](#)

