

Service Update System – Connect to Support

Guidance for RAG rating

Red	<ul style="list-style-type: none"> • Insufficient availability of staff to maintain current care rotas for this week due to illness or self-isolation. • Insufficient Personal Protection Equipment (PPE) for staff currently delivering care. • Unable to deliver current planned personal care, medication and nutrition services to some service users, with no alternative provision from e.g. friends and family in place. • Safeguarding concerns about people you support which you are unable to address. • Safeguarding concerns about people you normally support who have turned down support in the current situation. • Any new potential or confirmed cases of Covid-19 within your service for staff and/or clients. • The death of a person within your service due to Covid-19.
Amber	<ul style="list-style-type: none"> • Insufficient availability of staff to maintain current care rotas from next week. • Unable to deliver current planned personal care, medication and nutrition services to some service users from the start of next week, with no alternative provision from e.g. friends and family in place. • Observed deterioration in health and wellbeing in the people you support as a result of the Coronavirus restrictions (excluding being infected). • Have ordered personal protection equipment, or PPE, but not yet received this.
Green	<p>Do not meet any of the red or amber criteria.</p> <ul style="list-style-type: none"> • Has received a follow up call from the Commissioning Team and are satisfied with the plan put in place and/or the action agreed. <p>- If the previous update was Red or Amber, but has now changed, please update your status to Green as soon as possible. This will help the Commissioning Team direct their attention and support to Providers that require it.</p>