





Children's Services Quick Guide

Completing Quality Audits

Outlined in this guide is how to initiate and complete a Quality Audit on an individual or group.

- On an individual, click **Start** from the left-hand side bar menu and select the **CS Quality Audit** workstep.
 - On a group, click on the **Start work** button and select the group members for the Quality Audit. Once selected, click **Next** and select **CS Quality Audit**.
 - The **QA Record C0722** form will display. In **Section 1. QA Overview**, select the type of audit that is being completed.
 - If you select **Themed Audit**, new fields will open to be completed. If **Collaborative Audit** or **Service Specific Audit** is required, a prompt will display asking the audit to be opened by clicking on the  form and letters icon.
 - If an optional form is used, a new tab will open alongside the QA Record C0722. It can be deleted by clicking on the delete icon  if added in error.
 - To complete the quality audit, the PS can find historical data on a case within **Documents, Work history** and the **Workflow maps**.
- Please note:** PS's may find it helpful to output any documents to PDF they wish to use as Mosaic will only allow one current and one read only form open at once.
- If restorative actions are required because of the QA, the PS must select **Required** from the **Restorative Action** section near the bottom of the form.
 - Once the Audit has been completed, the PS must return to the **QA Record C0722** tab and navigate to **Section 2. Next actions**.
 - If restorative actions are required, the action that must be selected is **CS Request Quality Audit Response from Worker**. This step can be assigned to the Key Worker. If no response is required, the action that would be selected is **CS Quality Audit**

Completed – No Response Required (NFA). If the Quality Audit is recorded in a group, a next action must be selected against each group member.

- A clipboard notification **CS Notification of completed QA** can be used as appropriate by using the request icon .
- The  finish icon must then be clicked to **Finish** the work step. This will send any steps that have been generated to the Key Worker.