



PERFORMANCE IMPROVEMENT

Incident-to-Learning Workflow

Turn incidents into closed actions, shared learning and audit-ready evidence.

IDEAL FOR

Care homes

Supported living

Home care

THE CHALLENGE

Incidents are logged but actions drift, lessons are not shared across homes, and audit trails are incomplete. Quality leads spend time chasing closures while the same failure modes repeat — increasing regulatory and reputational exposure.

TYPICAL DURATION

3 weeks

OPERATIONAL AREAS COVERED

Incidents

Compliance

Discover

Workshop & interviews

Deliver

Fixed-scope outputs

Handover

Documentation & session



Incident-to-Learning Workflow

WHAT YOU GET

- Current-state incident process map
- Root cause patterns in workflow delays
- Redesigned escalation and closure process
- Standard templates and RACI
- Compliance with internal governance requirements

EXPECTED OUTCOMES

- Faster action closure on serious incidents
- Stronger CQC well-led evidence
- Better foundation for ongoing quality monitoring

AT A GLANCE

Duration

3 weeks

Outcome area

Performance Improvement

Settings

Care homes · Supported living ·

Home care

Key operational areas

Incidents · Compliance

Fixed-scope delivery

Defined outputs, documented handover, no open-ended day rates.

Ready to make better operational decisions?

Book a free 30-minute discovery call — we will recommend the right fixed-scope engagement.

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