

UNANNOUNCED INSPECTION – ACTION PLAN

Inspection outcome	Action	Lead/timescales	Management ownership	Deliverables	Progress 26 th October 2009
<p>1. Priority action: Recruitment and retention in R&A to address high caseloads</p>	<ul style="list-style-type: none"> • Recruitment strategy <ul style="list-style-type: none"> - financial incentive secondments - targeted adverts in com care. • Service restructure <ul style="list-style-type: none"> - change of duty system - amended transfer protocol • Capacity analysis system to be established 	<p>CSMT – 30th Sept 2009.</p> <p>CSMT – 30th Sept 2009</p> <p>MMM– 30th Sept 2009</p>	<p>Organisation</p>	<p>Full establishment of permanent experienced team managers and workers</p> <p>A RAISE focussed system of referral management.</p> <p>Management knowledge of capacity at all times.</p>	<p>Two secondments in place. All other posts covered by agency staff [4] New processes have been implemented from 5th October</p> <p>Establishment monitoring system established</p>
<p>2. Priority action: Child protection paperwork and systems must fully support effective risk management including stand alone plans and historical context.</p>	<ul style="list-style-type: none"> • Review paperwork and procedures for CP inquiry/ICPC/CP plan and coregroup. <ul style="list-style-type: none"> - Introduce an interim stand alone CP plan proforma. - To include a model of risk assessment to be used across agencies. Ensure new proformas are ICS compliant. 	<p>PSCB Policy, Procedures and Practice task and finish group. 30th September 2009 for interim changes.</p> <p>30th November 2009 for complete changes.</p>	<p>Organisation</p>	<p>Fully revised suite of documents that are ICS compliant and effective in supporting robust risk management of cases.</p>	<p>Revised documentation complete. DCS and Chair of PSCB approved on 5/11/09 for implementation. Research and information engaged in this action.</p>

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<p>1. Areas for development: The quality of assessments is variable.</p>	<ul style="list-style-type: none"> Establish practice supervisor post within R&A Establish practice standards for assessments. Establish “good” practice exemplar file Deliver targeted training to workforce. - assessment training to be commissioned 	<p>CSMT30th Sept 2009</p> <p>MMM - November 2009.</p> <p>Practice surgeries ongoing WDT Dec 09</p>	<p>Organisation</p> <p>Team managers</p> <p>Practitioners</p>	<p>Consistent completion of assessments to a minimum standard.</p>	<p>Improved mentor role for senior pracs agreed. Practice standards to be completed. PN taking lead on practice exemplars to be identified. Training objectives agreed with reconstruct to be delivered</p>
<p>2. Areas for development: Planning and interventions at the end of assessment documents are not often completed.</p>	<ul style="list-style-type: none"> Introduce stand alone intervention and planning documents [CIN/CP] Introduce management checklist for sign off of assessments. Revise documentation to include follow on actions 	<p>MMM – 30th November 2009</p> <p>MMM- 30th Sept 2009.</p>	<p>Team managers</p>	<p>Actions and interventions are clearly recorded at end of assessment process</p>	<p>QA will monitor this deliverable process. Managers alert to this in supervision</p>
<p>3. Areas for development: Chronologies are not being completed and particularly not for CP conferences.</p>	<ul style="list-style-type: none"> Guidance on chronologies to be developed Inclusion of chronology in revised ICPC documentation [<i>see priority action</i>] Ensure new proformas are ICS compliant 	<p>Task group lead by LC</p> <p>PSCB task and finish group Sept – 30th Nov 2009.</p>	<p>Team managers</p> <p>Organisation</p>	<p>Chronologies become an integral component of assessment and analysis of risk.</p>	<p>Chronology guidance agreed and signed off input on RAISE deadline 2/11 given</p>

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<p>4. Areas for development: Management direction is not consistent.</p>	<ul style="list-style-type: none"> Establish practice standards for assessments.[see <i>quality of Assessments</i>] Establish “good” practice exemplar file [see <i>quality of assessments</i>] Introduce management checklist for sign off of assessments.[see <i>end of assessment interventions</i>] Undertake training on directing on assessment and case management. 	<p>MMM – 30th November 2009.</p> <p>Practice surgeries ongoing</p> <p>MMM- 30th Sept 2009.</p> <p>Before March 2010</p>	<p>Team managers</p> <p>Organisation</p>	<p>Management direction is instructive, evidence based and evident on file recording.</p>	<p>Managers undertaking to give case direction at point of allocation Practice standards still to be completed.</p> <p>28/29th October external training provided.</p>
<p>5. Areas for development: File audit process was good but requires a systematic approach</p>	<ul style="list-style-type: none"> Completion of a strategy for delivery and embedding the QA process. <ul style="list-style-type: none"> - identify regularity - identify frequency - establish peer review 	<p>BSL 1st September 2009</p>	<p>Organisation</p>	<p>Fully operational QA programme embedded in service delivery</p>	<p>Draft strategy complete. System currently being tested at all staff levels.</p>
<p>Additional Action To interrogate the support of RAISE to the social care processes and ICS compliance.</p>	<ul style="list-style-type: none"> Check Raise capability to distinguish contact and referrals. Check RAISE capability to produce continuous chronology Check RAISE capability in other LA Bury/Reading Check ICS compliance of system 	<p>Jon Lewis and MR management and information service 30th December 2009</p>	<p>Organisation DMT</p>	<p>ICS compliant electronic records system that supports good performance management.</p>	<p>Working group has been established.</p>

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