

Appendix 2

Coventry Safeguarding Adults Board, Serious Adult Review Action plan

Name of Review : Mrs E	Updated on 2nd November 2015
Date 25th August 2015	Organisation: Coventry City Council
Completed by: Patrick Finnegan	

Actions must be **SMART (Specific Measureable Achievable Realistic Timed)** and **RAG rated – Red** =Not achieved and seriously behind schedule, **AMBER** = not achieved and slightly behind target, **GREEN** = on track to be achieved within timescale

Recommendation	Source of recommendation (Overview report or IMR)	Action required	Lead Officer and Job title	Update and on progress and evidence	Outcome – what is expected to be achieved from these actions	Target Date	Rag rating
Coventry City Council: Adult Social Care							
1. That assessments of mental capacity are clearly recorded and contain a conclusion	IMR	<ol style="list-style-type: none"> Further training of ASC staff in undertaking and recording capacity assessments Skills of social workers and social care staff in assessing capacity to be considered / addressed in supervision and appraisals. 	Principal Social Worker, Adults. Head of Workforce Development. General Managers in ASC	Training has been provided on MCA in the past but there is nothing currently planned.	Completion by supervisor / supervisee of the MCA Knowledge and Competency Framework Tool to the level required by supervisee's job role.	End of March 2016	Green

<p>2. Development of social workers' skills in assessment, which should contain the following elements:</p> <p>(a) An understanding of the person, past and present;</p> <p>(b) Emphasis on the person's assets</p> <p>(c) Collation of the views and concerns of family members / friends;</p> <p>(d) Acknowledgement of a person's 'culture' in all its forms</p> <p>(e) An evaluation of the information gathered</p>	<p>Overview report</p>	<ol style="list-style-type: none"> 1. Routine discussion of new assessments in supervision. 2. Further training of social workers in assessment skills, as part of continuous professional development. 3. Case audits of assessments 	<p>General Managers in ASC</p> <p>Principal Social Worker, Adults</p>	<p>Training in assessment skills has been provided as part of preparation for the Care Act.</p> <p>Workforce Development plans to commission further training which can cover these areas.</p>	<p>Social workers to demonstrate capabilities in assessment as per TCSW Capabilities Framework for the Care Act.</p>	<p>End of March 2016</p>	<p>Green</p>
<p>3. Social workers to be more rigorously challenged about the assumptions and biases which underpin their decision making when working with individuals.</p>	<p>Overview report</p>	<p>Annual observation by general managers of supervisors conducting a supervision session. This is to ensure that supervisors demonstrate skills in:</p> <ol style="list-style-type: none"> 1. questioning social workers about the rationale and evidence base for their interventions; 2. facilitating reflective practice, and greater self-awareness by 	<p>General Managers and Heads of Service in ASC.</p> <p>Principal Social Worker for Adults.</p>	<p>The practice of observing supervision sessions is not established in Adult Services.</p>	<p>Better decision making by social workers through the process of critical analysis, and questioning of own assumptions. This will lead to safer outcomes for service users.</p>	<p>On-going</p>	<p>Green</p>

		practitioners.					
4. That social workers complete accurate and detailed recording on care records.	IMR	<ol style="list-style-type: none"> 1. More regular case file audits by supervisors with feedback provided to worker. 2. Further training in 'good recording practice' / 'smarter recording' 	<p>General Managers in ASC.</p> <p>Head of Workforce Development.</p> <p>Principal Social Worker for Adults.</p>	<p>Case file audits occur; practice may be inconsistent.</p> <p>Plans to deliver training for Adults Services on recording are in progress.</p>	<p>Recording practice by social workers and others which is in accordance with local recording policy and guidance.</p> <p>In particular the following information is always recorded: dates meeting minutes distributed; reasons for visits being cancelled; reasoning processes for decisions and interventions; one record entry per contact.</p>	March 2016	Green
5. That authors of Individual Management Reports improve the quality of their report writing.	Overview report	Workshops and guidance for staff who may be required to write IMRs.	CSAB board manager or Nominated person from SAB./ SCR sub group/policy and practice sub group?	I am unsure if training has previously been provided. The evidence in this case suggests that a refresher is needed.	Completed IMRs which address relevant issues, accord with guidance and ToR; identify actions and learning points	December 2015.	Green
6. Chairs of adult safeguarding meetings to ensure that meeting minutes are checked ,	IMR	Reminder to be issued to General Managers , team leaders, Team Managers and Senior Practitioners about	Adult Safeguarding Manager		Prompt distribution of safeguarding meeting minutes in accordance with local policy.	September 2015	Green

authorised and distributed within stipulated timescales.		these timescales					
Recommendation	Source of recommendation (Overview report or IMR)	Action required	Lead Officer and Job title	Update and on progress and evidence	Outcome – what is expected to be achieved from these actions	Target Date	Rag rating
Coventry City Council - Housing with Care should							
1.	Housing with Care 28.3	Safeguarding training	Registered Managers	Mandatory for all staff	Understanding of roles and responsibilities	Rolling programme	Green
2.	Housing with Care 28.3	Training on promoting independence, including situations when it would be appropriate to intervene, and possible intervention techniques	Registered Managers	Promoting independence training available to all staff. New staff behaviour framework introduced in CCC, August 2015.	Supporting workers to adopt approaches to aid intervention when difficulties arise with tenants reluctant to receive support.	Rolling programme	Green
3.	Housing with Care 28.3	Improved supervision arrangements	Registered Managers	Supervisions will continue. New behaviour framework introduced in August 2015 to enhance this more have identified a few teething problems with process during trials.	Supporting workers to explore how they approach and work with a diverse group of tenants.	Rolling programme BF will commence January 2016	Green
4.	Housing with Care 28.3	The development of a protocol for liaison and involvement in hospital	Registered and Short Term	Appointment of Short term Manager. Works alongside	Aim to improve understanding of HwC, independent	On-going Shadowing to	Green

		discharge planning	Managers	Health and Social care professionals on a weekly basis to improve discharge process. Need to extend this more with HwC, Registered Managers (RM). RM to shadow STT manager at UHCW.	living.	commence November 2015	
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