

Action Plan: Case ID – 21 001 468 (DRAFT 04.03.2022 v0.1)

Ref	Recommendation/s	Action/s	Resources Required	Lead Officer/s	Outcome/s	Target Completion Date	Progress Update	Evidence
1.0	Apologise to Miss X and Mrs Y and pay £600 each for distress and uncertainty.	<ul style="list-style-type: none"> Issue letter of apology and £600 payment to Miss X and Mrs Y. 	<ul style="list-style-type: none"> £1,200 	<ul style="list-style-type: none"> HoS Access 	<ul style="list-style-type: none"> 	31.03.22	Letter sent. Compensation has been offered.	<Attach/ link to letter>
1.1	Importance of ensuring decisions are made in the Best Interest of the Individual.	<ul style="list-style-type: none"> Discuss through Action Learning sets. Case discussions in supervision. Through QA/ assessment authorisation. Advocacy sessions Customer experience 	<ul style="list-style-type: none"> All staff maintaining up to date Mental Capacity / Best Interest Training both Health and Social care staff within IDT. Legal Literacy training and refresher training undertaken. Customer experience training 	<ul style="list-style-type: none"> Legal services team – as identified through the Learning Needs Analysis workshops. Team managers. Ops Managers. Professional Practice Team. Corporate Customer Services 	<ul style="list-style-type: none"> Demonstrate knowledge and skills to support and/ or assess capacity for decision making in a mental capacity assessment. Demonstrate the knowledge to record and report person centred Best Interests decision making. Demonstrate what to do if a best interest decision is opposed. Demonstrate the knowledge of the purpose of a deprivation of liberty and apply for a DoLS authorisation. Consideration of the customer experience with all ASC interventions with people and their families 	<p>Advocacy Policy Review – September 2022</p> <p>Final slides and session plan for Legal Literacy by 20th April 2022</p> <p>Brunch and Learn – Advocacy session 25th April 2022</p> <p>Kick off meeting for Big Hearts Big Changes Piece of work for improving customer experience across the council 4/4/22</p>	<p>Advocacy sessions across Access: 7th, 14th March received well and positive feedback further session to be held on 21st March – additional date to be arranged.</p> <p>Advocacy policy will be reviewed within 6 months</p> <p>Advocacy and best interest decision making has been discussed in IDT team meeting and will be discussed across all teams.</p>	

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1.2	<p>Keeping clear and accurate records of the process of working out the Best Interest:</p> <ul style="list-style-type: none"> - <i>For each relevant decision</i> - <i>Considerations listed within the Codes of Practice.</i> 	<ul style="list-style-type: none"> • Case discussions in supervisions. • Case file audits. • Action Learning sets. 	<ul style="list-style-type: none"> • Report Writing. • Refresher training. • Case Recording Practice Guidance Document shared and to be addressed individually in supervisions. • Assessment of Capacity / Best Interest Assessment /DoLS 	<ul style="list-style-type: none"> • Legal services team – as identified through the Learning Needs Analysis workshops. • Team managers. • Ops Managers. • Professional Practice Team. 	<ul style="list-style-type: none"> • Demonstrate knowledge and application of appropriate legal and policy frameworks and guidance that informs and mandates social work practice. • Demonstrate in practice the application of principles of human, civil rights, and equalities legislation, and manage competing rights, differing needs and perspectives. • Demonstrate knowledge of the decisions or actions taken by the Court of Protection under the Mental Capacity Act. • Demonstrate knowledge of the format and style of court compliant statements/ reports and the application of skills required in court. 	Assessment of Capacity / Best Interest Assessment /DoLS Final slides and session plan by 30th June 2022	<p>Case Recording Practice Guidance Document shared with team 23.2.22 And will be discussed in individual supervision sessions.</p> <p>Case file audit workshop has been held to trial and review the case file audit tool within the ASC data system. This has been well received and will formally roll out once recommendations have been reviewed and tool has been updated to reflect.</p>	

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1.3	Ensuring relevant staff are reminded / clear of their duties under the Human Rights Act 1998.	<ul style="list-style-type: none"> Team meetings. Case discussions in supervisions. Action Learning sets. Team development In depth engagement in to developing and enhancing abilities through Continuing Professional Development (CPD) 	<p>An introduction to the Legal Framework training session.</p> <p>Human rights workshops</p>	<ul style="list-style-type: none"> Legal services team – as identified through the Learning Needs Analysis workshops. Team managers. Ops Managers. Professional Practice Team. 	<ul style="list-style-type: none"> Ensuring a working knowledge and awareness of The Human Rights Act, and how they are fundamental rights and freedoms which all humans are entitled to. Create a better understanding of what Human Rights are and how they are protected, improving key skills such as communication, teamwork and problem solving. Fostering a culture of mutual respect, diversity and inclusivity in and beyond the workplace. 		Meeting to be held on 22.3.22 to develop workshops to roll out, this has taken place and the dates are being revised due to change of legal staff to support.	
1.4	<p>Reviewing safeguarding Procedures:</p> <ul style="list-style-type: none"> <i>Clear processes for producing Safeguarding plans when appropriate</i> <i>Alleged victim is properly involved in the safeguarding process, with an</i> 	<ul style="list-style-type: none"> Case discussions in supervisions. Action Learning sets. Team development. In depth engagement in to developing and enhancing 	<ul style="list-style-type: none"> Safeguarding Training Programme. E – Learning. <ul style="list-style-type: none"> Process update to be confirmed regarding links between Adult social care and 	<ul style="list-style-type: none"> Legal services team – as identified through the Learning Needs Analysis workshops. Team managers. Ops Managers. Professional Practice Team. 	<ul style="list-style-type: none"> The workforce will develop confidence, in their skills and knowledge and therefore protect the rights and promote or advocate the interests of Adult and Carers. The workforce understands their 		<p>Safeguarding procedure first draft to be completed by Week commencing 4 April 2022</p> <p>Safeguarding Policy to be reviewed within 6 months</p>	

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	<i>advocate appointed to support if necessary.</i>	<p>abilities through Continuing Professional Development (CPD).</p> <ul style="list-style-type: none"> Safeguarding Policy review. 	<p>South Yorkshire Police</p> <ul style="list-style-type: none"> Safeguarding policy review led by appropriate professional – with recommendations following the review if appropriate. 	<ul style="list-style-type: none"> MCA/DOL and Safeguarding Strategic Lead 	<p>professional responsibilities for safeguarding and performs them in accordance with legal frameworks and statutory guidance.</p> <ul style="list-style-type: none"> Reviewing the policy will allow any refresh and evaluate current practices and procedures as well as allowing these to be updated and circulated Borough wide. 		<p>Brunch and learn session - IDVA service 3rd May 2022</p>	

Notes:

- *Further work to be undertaken to quantify and evidence the actions.*
- *As part of the development of training, courses have been designed and developed to support improving Legal Literacy Skills across Adult Care and Integration based on the Learning Need Analysis (LNA).*
- *Action plan to be presented at Ops managers' level*
 - *With a view to be shared / adapted and rolled out across all service areas.*
- *Professional Practice Team linking in with Ops managers to support the roll out of the Action Plan and how it can be catered to all areas.*
- *Senior management team to have oversight of the action plan – via SMT and DLT.*
- *Working Drafts between Service improvement and governance team and legal in terms of legal literacy training*
- *Adult Social Care Pathway: Improving Legal Literacy Skills in Adult Care and Integration Delivery and Development Plan to be updated*
- *Action plan to be incorporated into 100 day plans.*

- *Action plan sighted by:*
 - *Professional Practice Team (Lindsay Bishop).*
 - *Learning and Development (Nigel Mitchell).*