Appendix 2 - Quality Assurance Audits Quarter 1 – Audit Overview Report

Quality Assurance Audits

Quality Assurance Audits take place on a monthly basis within Children and Young People Services and Adult Services. This report gives an overview of the thematic audits reported on in quarter 1 of the 2019-2020 period, what is working well, what we will improve and by what methods. This report collates audit activity from across Social Services: Children and Young People Services, Adult Services and Hillside Secure Children's Home.

Each audit tool devised is circulated to relevant stakeholders in Children's Services, Adults Services and Hillside prior to audits being completed. Audit days usually take place once a month in the Quays IT room with team managers collectively auditing and analysing the themes arising.

Audits Completed

During this quarter we have reported on two thematic audits:

Audit Theme	Cases Audited	Service
Incident Form Audit	27	Hillside Secure Children Home
Placement Breakdown/Move	27	Children's Services

What are we doing well?

We've identified through the audit process what is working well and have highlighted many good working practices evident across the Social Services IT System.

In the Hillside Incident Form Audit:

- The basic information recorded at the beginning of the form is consistently completed by staff.
- In 96% of the cases audited it is clear who has been involved in the incident and their role.
- In 89% of the cases audited the reason for restrictive intervention was highlighted and the picture identified of the technique used.
- 100% of the cases audited contained names, signatures, dates and were quality assured by the Duty Manager
- 93% of the cases audited showed there was clear evidence documented of events leading up to the restraint
- 96% of the cases audited showed that the Senior Manager and Duty Manager all signed and dated the forms
- 96% of the cases audited showed that the incident form was clear and easy to read

In the Placement Moves/Breakdown audit:

- In 90% of the cases audited there were Placement Referral Records in place matching the placement moves
- We evidenced an increase from 54% in 2017 to 76% in 2019 of preventative action being undertaken to help support the placement

- In the previous audit only 19% of the cases audited went to a panel prior to breakdown/move, this audit it has increased to 65% of case were discussed at permanency/resource panel prior to breakdown/move
- A Looked After Children's Review was held within 28 calendar days of the move in 93% of the cases audited
- In the previous audit only 39% of the cases audited the change of circumstances was completed in under 7 days, in this audit it has increased significantly to 81%
- In 89% of the cases audited it was clear the reason for the breakdown
- 3 out of the 4 cases that were out of county placements were discussed in complex needs panel

What will we improve?

1. The actions taken prior to any restrictive intervention in Hillside will be clearly documented
2. We will ensure that all Hillside documentation is signed by the necessary staff members following any incidents that occur
3. The incident form in use at Hillside will be reviewed to reduce confusion of the different boxes that need to be ticked to describe the incident
4. Duty managers in Hillside will ensure that all staff where appropriate are requested to complete a staff debrief following any incidents that take place this will promote staff reflection
5. We will ensure that any immediate actions to be taken following an incident at Hillside are clearly identified
6. Any decisions and actions taken by the duty manager in Hillside will be clearly recorded on all of the incidents that occur
7. Specifically in Looked After Children cases we will ensure that manager oversight is sufficiently recorded in those cases where there are indicators of a potential placement breakdown
8. We will ensure that all cases where there has been a breakdown in the placement a disruption meeting will be recorded, or in the cases of external foster carers, the social worker will record details of the meeting held
9. We will analyse the system to ensure that all the necessary information from the Fostering system is also available to view on the child's file.

How will we do this?

- Through developing the IT system to reflect and record the information we want to evidence
- By changing, communicating and reinforcing to staff processes and procedures to follow
- By holding training sessions for staff on specific areas of the system where new processes have been introduced
- By direct feedback on individual cases to the responsible team manager and case worker
- By looking at the way we encourage engagement and participation of children, young people and their parents/carers
- Through circulation of audit tools to all practitioners to enable them to have an understanding of the areas auditors are looking at which will become evident in future audits on the same topic
- By discussing and ratifying proposed changes and improvements through the Outcome Focussed, Quality Assurance and the Practice Improvement Groups
- By circulating the thematic audit reports to all staff for their information
- By having a transparent quality assurance audit process in place which is responsive to suggestion and change

What have we learnt?

In the first quarter of 2019-2020 we reported on an audit of the incident forms completed at Hillside Secure Children's Home. This audit was the first audit of this kind to be undertaken in Hillside and therefore will define a baseline for future audits. Clear areas have been identified for development and a review of the incident form itself is currently underway to ensure that it the form is not too confusing, but still captures the required information. We also evidenced over the seven day period a high number of the incident forms had been quality assured by the duty managers, although when this audit is repeated we should ask a more specific question relating to this so we can evidence this more clearly.

In the placement moves/breakdown audit we were able to evidence some clear improvements in relation to forms being completed more timely than the previous audit and cases being discussed in panels prior to placement moves/breakdowns which is indicative that there is clear management oversight from a Principal Officer level. It is evident where children are looked after by internal foster carers of documents such as disruption meetings on the system, however there can be limited information on these meetings when a child is placed with external foster carers, so we will look to improve on this in the next audit.

As the department is now focussed on moving to the WCCIS system in the future, there will be limited changes to forms and the system in this next period, however any changes identified through audits will be discussed when the forms are developed for the new IT system.

To promote reflective learning within the service, the good practice and areas for improvement identified within each audit and the individual case file audit forms will be shared with the appropriate Team Managers and the workers involved in the case, this is done either on a 1:1 basis or through group sessions.

Next Steps?

Our effective auditing process is identifying key themes on good practice and areas we will improve. Post audit we have mechanisms in place for following through on actions identified. Any actions identified from each audit are transferred to an audit action register whereby individual actions are discussed and agreed, this allows us to monitor desired outcomes and progress. This gives a transparent view what we recognise is working well, what we will improve, how we will do it and when it will be in place. All audit tools and reports are disseminated to the appropriate teams within Social Services, this provides staff with information on good practice and areas for improvement and it also provides a visual tool for staff that can be referenced in the everyday tasks completed.

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