

Appendix 6 - Children & Young People Services Quarter 1 Quality Assurance Overview Report.

This report seeks to provide members with an overview of some of the quality assurance activity that has taken place or been reported during quarter 1 in 2023-24.

Quality Assurance Audits

During this quarter we have reported on the findings of the Adult at Risk (AAR) audit:

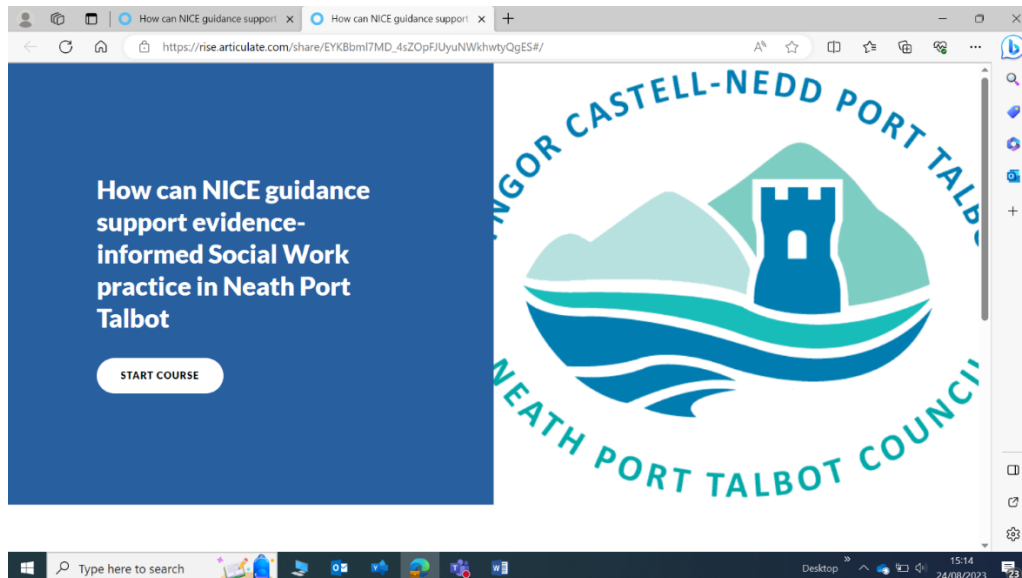
- All or the AAR reports dealt with by the Single Point of Contact were completed within 7 days
- The screening of the AAR reports determined whether or not there was a reasonable cause to suspect an adult is experiencing abuse and/or neglect
- All cases managed by Safeguarding it was evident that the screening had considered any care and support needs of the adult
- Most of the audits completed evidenced that the mental capacity of the AAR had been considered
- Where there were further actions to be taken these were evident on all the cases audited
- We will ensure that all referrals receive a formal acknowledgement sent to the report maker following receipt of an AAR report
- We will strengthen lateral checks undertaken at the point of referral and clarify that consent has been obtained or detail the reasons if it has not been obtained

Following the audit taking place and the findings disseminated to the relevant Principal Officer and Team Managers, regular meetings are now set up for the ongoing review and monitoring of current practice and how this area of the service will evolve in anticipation of the embedding of the new IT system.

Placement Meeting Audit – Within the previous report it was outlined that an audit was reported on in relation to when a child/young person is first placed in foster care. One of the actions in relation to the findings was to consider producing a practice guide for staff to enhance consistency in practice in this area. Since the audit was disseminated through senior and team managers, a working group was developed to scrutinise the findings of the report and to make decisions on the content of the best practice guide. The Quality Practice Team then developed a practice guide, taking into account the views of the working group and the relevant parts of the Part 6 Code of Practice of the Social Services and Wellbeing Act. Following the practice guide being signed off by Senior Management, Head of Service has requested that a version of the guide is produced for children and young people, this will be taken forward by the Engagement and Participation Team through consultation with relevant children and young people.

Championing a Research Culture

In 2022 two Consultant Social Workers in Neath Port Talbot were successful in their bid to National Institute for Health and Social Care Research (NIHR) for the Practice Based Research Leaders Award. Liza Turton and Rachel Scourfield developed the “Championing a Research Culture” programme. The aims of the project were to DEVELOP, BUILD, INCORPORATE and SUSTAIN the use of research in social care policy, practice and decision making. The programme focuses on 3 pilot teams within Adult services, but has also been influencing on a whole organisation level.



What have we done so far?

- Both consultant social workers have moved over to the Quality, Practice and Performance Team so they are able to fully commit to the project. They are setting out the foundation work for the award by meeting with the pilot teams that have been identified in Adult Services; Neath Network, Complex Disability and Occupational Therapy.
- The ‘How can NICE guidance support evidenced informed practice in NPT’ has been delivered to over 50 staff members face to face and is also available in an eLearning format for further dissemination. This training was highly regarded with very positive feedback received.
- Nick Andrews, working with University of Swansea and co-founder of DEEP (Developing Evidence Enriched Practice) is keen to explore the work being undertaken and will support the project in carrying out community enquiries with the pilot teams to gauge our practitioner’s views on evidence based research.

The next stages will include:

- Further roll out of the eLearning to staff and teams in Adult Social Care.

- Begin to evidence that practitioners are using research to inform their practice by utilising tools such as the eLearning, case mapping sessions and for supervision sessions to include consideration of the evidence base. We will measure this by audits of assessments, care plans and supervision records.
- Whilst this work is being undertaken, themes for practice will be gathered to inform the 'social care toolkit'. This toolkit will be resource for practitioners to access when considering practices topics and will be available on the intranet.

By providing the opportunity for our Consultant Social Workers to be involved in a research project such as this has led to a number of collaborations that we are able to utilise with other organisations such as the London School of Economics, Social Care Wales (SCW), NICE, Swansea University, CARE and Cardiff University and the IMPACT Assembly. Research like this is often undertaken led by academics so for practitioners to be afforded the opportunity to do this is firmly putting Neath Port Talbot on the map in respect of the developing and championing a research culture within the organisation. An example of this can be seen in NICE case study on the following link <https://case-studies.nice.org.uk/Port-Talbot-social-work/index.html>

UPDATES

Contacts with other bodies to develop work and potential of the programme.

Social Care Wales (SCW) – Our project matches the call out from SCW for practitioners in social care in Wales to be given the opportunity to undertake research within our communities and workforce to enrich our knowledge and learning about social care in Wales. We have hosted all Wales learning events for the Evidence Community on the programme and we are working together to host a joint conference to disseminate the learning from our project and the message from SCW.

SCW showcase our project with other local authorities who are keen to access the training packages we have created and also to access our learning as they are eager to start their journey for Evidence informed practice.

In support of our pilot teams learning and gaining confidence in using research skills and tools Liza and Rachel, SCW and the NHS E library team hosted a live search session. The attendees were introduced to the NHS E library and were shown how it can be used to access social care research. Comments from the staff attending were highly positive. One commented "I am excited, we have been waiting for something like this for years". Others felt that it would take time to embed the skill of using the search engine, but felt that the positive learning and outcomes for cases made it worthwhile. This skill will be developed through the case mapping clinics with Rachel and Liza encouraging group searches to build confidence and knowledge. Another comment received from a deputy team manager

within one of the pilot teams was “the face-to-face training was really well received by our team and we are seeing NICE referenced far more routinely in assessment work. As managers, we now direct people to these guides as part of our case guidance and direction. So it’s a big thanks for us. Looking forward to the session tomorrow”.

NICE – Julie Vile Field worker for Wales *“We’re really grateful for all the work you’re doing to promote NICE content and look forward to continuing to work with you on fresh ventures over the next year. Please let me know if there’s anything else I can help with”.*

Julie has shared our work within the NICE organisation and an English Authority has taken the idea of the E learning and is creating their own training for health and social care staff.

In the next quarter Liza and Rachel will be hosting a learning event for Carmarthenshire with SCW and NICE. Carmarthenshire are keen to learn from the learning achieved by the project and are looking to emulate the spirit of the project to embed research and evidence into decision making and practice.

Wulf Livingston of Bangor University – Wulf feels that North Wales needs to hear more about the project and is supporting Rachel and Liza with academic guidance, he has asked that we include North Wales in our conference appearances and that once finalised for our report to be made available. Wulf felt there would be a good case for getting the final report written up and published to add to the learning of Wales.

London School of Economics (LSE) Valuing Care Guidance study - Liza and Rachel are a part of the LSE project and have been working with the team to assess the cost implications of following best practice. They have presented a number of times about their work and undertook a presentation and a question and answer session. Annette Bauer the lead researcher sent this message of thanks following the informative session.

“I just wanted to thank you for such a wonderful presentation. It was very well received and found a lot of interest.

Apologies if some questions were a bit challenging but that can happen when you get certain researchers together and you managed it so well so thanks a lot.”

FUTURE PLANS:

Feedback from Principal Officers in Adults and Childrens services is that they feel the programme initially for the three pilot teams is something that all teams would benefit from. Questions are being asked if Liza and Rachel can extend their work even before the final report is written.

Most Significant Change (MSC) Stories and Story Telling Panel

As outlined in the previous quarterly report we have embarked on a journey of capturing stories from individuals on the receiving end of services. We are steadily building a repository of these stories and are cataloguing them as they come in to the service. The next stage in this process is to use some of them to inform strategic planning and to truly understand what is important to individuals. The first story telling panel is set up for early autumn and will be based on stories in relation to domestic abuse. The story telling panel will be facilitated by Nick Andrews (Academic from Swansea University/Social Care Wales) and the knowledge gained from this panel will support and feed into the NPT Response to Domestic Abuse Report. Another story gathered as part of this process is included within this report as an appendix (1), we have had agreement from the individual that there are no restrictions on the sharing of his story as he wants everyone to hear it.

Quality Practice Team

As members are already aware we are now in the implementation phase of the new IT system being developed for the department. This entails a large amount of resource to the future success of the project by ensuring that key individuals from all areas of the service have an input to the development of the system. The Quality Practice Team is naturally involved in these developments to ensure that processes and practice reflects best practice, legislation, ease of use for practitioners and supports quality recordings. The Manager of the team is part of the core team that make decisions on elements of the new IT system and is the operational arm of the strategic group. However, quality assurance will continue to take place during this time to inform the development of the system and provide assurances to senior managers of current practice.

Mel Weaver

Quality, Performance and Practice Manager

Appendix 1

"Happy"

By Clive

Clive is a 61 year old man, living in Tir Morfa home. He is originally from the Afan Valley. Clive had a bike accident at age 16. He loves football and supports Liverpool. Clive is really proud of what he's achieved recently. Clive has a photo book and scrap book to record what he's been up to.

Opening question: Over the last 6 months, what good or bad *changes* have come about as a result of working with Social Services?

- *"Swimming"*
- *"Going to try surfing"*
- *Been bowling*
- *Feeling "great", "last year I was down".*

Second question: Which *one* of these changes is the **most significant to you and why?**

- *"Swimming. Because I didn't think I'd be able to do this"*

Regarding this change - what it was like **before?**

- *"Bored"*

Clive wasn't going out before. There was a lack of opportunities, a lack of staff because of COVID and lots of agency staff.

What it is like **now?**

- *"Confident now" Clive is more confident in speaking to staff.*
- *"it's ok"*

What do you think **made the changes come about?**

- *“Since I’ve had a Social Worker”*

Julie, Clive’s sister in law, has raised issues on Clive’s behalf.

Date story gathered	29.08.2023		
Name of person sharing their story	Clive		
Name of person gathering the story	Carla Dewick, Consultant Social Worker		
Contact details of person sharing their story	01639 881928 – Tir Morfa		
Does the person sharing their story give consent for it to be shared with others? Note: For example by managers who want to learn from people’s experience	<u>YES</u>	NO	
Details of consent (e.g. restrictions, request for anonymity etc) No restrictions given. Clive wants everyone to hear his story.			