

# Appendix 6 - Children & Young People Services Quarter 2 Quality Assurance Overview Report.

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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 2 in 2023-24.

## Championing a Research Culture

This project that secured prestigious funding from NIHR in January 2023 has been building on its momentum. The project is planned to develop and embed a research culture within pilot teams in Adult Social Care. The project has been delivering on this by working with three teams within Adult Social Care and has also been exceeding on its plans by recognising need in other areas of the department and offering support. This project is now recognised by the registering body Social Care Wales (SCW) as being ahead of other local authorities in Wales in meeting the codes of practice set out in the Welsh Governments Performance Improvement Framework. The project leads are being asked to disseminate learning, passion and tools to other Local Authorities within Wales and the United Kingdom and other Higher Education Institutions.

This project is meeting the requirements of all local authorities in Wales to develop their systems and processes further in respect of social care:

- **ADSS Directors Report A Vision Of Social Care in Wales (2023)** – This report sets out the vision of a more cohesive system between health and social care. A vision where interventions are cost effective, preventative, and co-produced. To fulfil this vision, we need to understand what works and what interventions are best practice for the communities we serve. To be able to know this we need have social care research that can guide us. We also need staff who can use this research to help shape the local authority response. With our current work alongside SCW we can place NPT at the spear head of this vision for change. Change for interventions but also for a positive change to support and give confidence to our staff to meet these outcomes.
- **Welsh Government Performance Improvement Framework for Social Services 2021** – This report covers the new Code of Practice and Quality Standards by which all local authorities will be measured. The use of data and evidence will be fundamental to achieving and demonstrating that the local authority is adhering to the Framework and are striving to improve performance further. The work being undertaken by the Championing a Research Culture team are making headway to support NPT to be able to effectively demonstrate its work.

The Framework describes an ambition to seek real and sustained change in how social services in Wales is measured and reported on and how the information gathered is used to inform the future of social services in Wales. It is comprised of three component parts:

- Measuring activity and performance.
- Understanding experience and outcomes.
- Using evidence to inform improvement.

- **Social Care Wales Evidence Offer** - The report was based on research they undertook with Local Authorities and the social care work force. It looks at what it will take to have a workforce that can effectively rise to the challenges of our current situations, who feel valued, empowered, and able to make decisions that meet the outcomes of our citizens' needs.

“We know this can be challenging. So, we have developed our evidence offer to help people providing, leading, and designing care and support to reduce these challenges and find ways to use evidence to support practice, planning and policy making”.

The Evidence Offer is aimed at ensuring that local authorities and social care employees have the skills to fulfil the WG Performance Improvement Framework. The evidence offer is about ensuring that the culture of the workforce is curious and informed with best practice. Social Care Wales were supportive with the NPT Championing a Research Culture Team in their application to NIHR as it would be in line with the vision, they had for workforce development. SCW are viewing the project in NPT as being a pilot for how they would like to support other local authorities across the Nation. The work the team have undertaken to help support evidence informed Policies, management, auditing, and supervision tools have already shown the benefits of having staff dedicated to this improvement.

#### **What have we been doing?**

- The three pilot teams are well underway in this project to develop their skills to use research as evidence to support their decision making. The case mapping of individual cases is taking place then practitioners are utilising research platforms to aid their decision making on live cases.
- Other teams not included within the pilot are actively seeking advice and guidance on how they enrich their work through evidence informed practice, the Team responds and offers support and advice when needed.
- The team has represented NPT in both North and South SCW Conferences to provide their journey and achievements so far on the project.
- Training sessions are being provided to Carmarthenshire County Council to disseminate learning from the project and how they can meet the expectations of the Performance Improvement Framework, based around an introduction to the securing of the funding and the challenges the team has faced.
- E- Learning developed on using research as evidence in practice, this module is being shared across the directorate and is being made available more widely to other local authorities through the NHS E-learning platform.

#### **Comments from Pilot Teams in relation to the project:**

*Social Worker: “I felt empowered and confident to attend multi-agency meeting following the case mapping session, I felt firmer in the roles expected from professionals and areas to explore for the individual’s outcomes”*

*Feedback from Consultant Social Worker that there is a 'shift' in confidence in the team:*

*"I wanted to share that even though I haven't been able to attend the sessions with Rachel, I have noticed the team are becoming more comfortable in discussing cases and having peer support. This is something we will continue to work on, as it can sometimes feel daunting/exposing, sharing the input you have/haven't provided with a case. After we spoke on Teams one of the social workers informed me that she found the case mapping session with Rachel very useful, she has a complex case and this exercise made things clearer for her and she now has a better understanding of the situation."*

*Senior Occupational Therapist – Feedback following a case mapping session.*

*"Thank you so much for your time yesterday. I think everyone found it interesting and beneficial. I know this will be daunting for some people, and we will manage that, but I think we can all recognise the need and the benefits of using an evidence base to support clinical reasoning, so thank you for that. We look forward to the next session and I will find a willing volunteer to bring a case to you".*

### **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. During this quarter we held a story telling panel around the theme of domestic abuse, the findings of this will feed into the report on the NPT Response to Domestic Abuse that is concluding. The panel was made up of professional within social care, Police and a domestic abuse survivor from the Parent Advocacy Network Group.

The Panel heard 8 stories in total and were able to reflect on the significant themes that came out of each story and the collective themes, such as:

- The unspoken harm from interventions
  - Post-removal trauma for the child
  - Post intervention support for survivors
  - Changing the "goal posts" on what the parent needs to achieve.
  - Use of professional language and procedures can be confusing.
- The quality of a relationship between the adult and the social worker/professional
  - Peer support networks
  - How the domestic abuse survivor is perceived.
  - How simple and creative interventions can produce positive childhood experiences.
  - Engaging with fathers

A full report on the findings from this panel will be appended to the NPT Response to Domestic Abuse Report that will be completed by the end of 2023.

Next there will be a further story telling panel in December 2023 at which the Director, Head of Children and Young People Services and the Head of Adult Services will be present to hear a range of stories from individuals their practitioners are working with, an update on the findings of this panel will be shared in the next quarterly report.

## **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.

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