West of Berkshire
Safeguarding Adults Board
Reading, West Berkshire & Wokingham

OUT OF AREA REVIEWS PROCEDURE

Guidance for all staff with a responsibility for reviewing out of area placements

January 2016

West of Berkshire Safeguarding Adults Board

OUT OF AREA REVIEWS PROCEDURE

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1. Purpose

The aim of this document is to provide clarity and guidance to staff when they are carrying out reviews for people who are placed in out of area supported living, residential or nursing home care. This is to ensure that the quality of the service is of a safe and satisfactory standard and is fully addressing all of the individual's needs.

The Council is committed to ensuring that anyone placed in an out of area placement is not being denied access to the services they need and is in a safe and caring environment that offers continuous person-centered care. The Council is also committed to ensuring that a full review takes place at least once a year, and that at this review consideration is also given to whether the person's needs could be better met in other ways or in other settings.

2. Applicability

This procedure is for all staff with a responsibility for reviewing out of area placements.

3. Roles and Responsibilities

The Head of Adult Services have overall responsibility for ensuring that teams are following the agreed procedures.

Service Managers are responsible for ensuring that:

- There is effective communication on these procedures
- An up to date version of the procedure and any accompanying forms are available to teams, via shared drives and intranets.

All Adult Social Care managers are responsible for ensuring:

- Compliance with the published procedure, changes to working practice and use of technological support (e.g. Frameworki).
- Staff knowledge of Safeguarding Procedures, Mental Capacity Act, Making Safeguarding Personal and other relevant local and national guidance.

Team managers within Adult Social Care are responsible for the day-to-day management and implementation of these procedures.

All adult social care staff are responsible for familiarising themselves and complying with this procedure and accessing relevant training to support its application.

4. Preparation for the Review (for the member of staff carrying out the review)

An out of area review is a time consuming event and generally involves a member of staff travelling some distance to carry out this important task. It is likely that there will only be a few hours available to you to make sure that the person being reviewed is safe, appropriately placed and having their needs met. The review has to cover both the quality of the service the provider is delivering to the individual as well as addressing the specific needs of the individual. It is therefore very important to do some preparatory work to ensure that best use is made of the time when the review takes place.

Therefore before the review you will need to:

a) Read the case records including previous assessments, reviews and any relevant recording (i.e. safeguarding alerts, concerns or other incidents) and note anything of significance for discussion. Check whether the individual has capacity and if there is indication that they do not have capacity be prepared to carry out a mental capacity assessment at the review regarding whether the individual can consent to the review and make specific decisions that may arise during the review.

b) Clarify what service is being commissioned e.g. residential care or nursing home. Is this via a standard contract or has it been specifically commissioned? Is the provider charging the commissioning organisation for an individually costed placement because of the particular needs of the individual e.g. challenging behavior, sensory impairment etc? You will need to be prepared to ask questions about whether the individual is actually receiving the services being commissioned.

c) Arrange the review with the provider and prior to the review meeting ensure that you make them aware that you will be spending time reviewing their recording and the environment, as well as meeting the individual on your own if possible.

d) Ask what other professionals are involved with the individual e.g local health team and either ask the provider to invite them to the review or contact them yourself. If there seems to be no-one outside the provider staff involved with the individual it may be appropriate to question this at the review particularly if the individual concerned has complex needs.

e) Ensure that there has been a full MDT assessment of the individual within the last 3 years. If this has not happened then make arrangements to do so involving the resident local health team, the provider and the family/advocate at the very least.

f) Ensure that any family members/friends who are still in contact are invited to the review (either by the provider or yourself) and if possible make contact with them before the review to ask their views about their relative and the care being given.

g) If there are no family/friends involved ask the provider about local advocacy arrangements so that an independent representative for the individual can be present at the review.

h) Contact the relevant team in the host area and if necessary the host Contracts and Commissioning team to ask if there are any current concerns about this care home or the provider. Ask particularly about the number of safeguarding alerts from the provider to the local Safeguarding Team and if there have been any about the individual you are about to review.

i) Ask the provider to send you their most recent CQC Report. If this is not forthcoming then the most recent published CQC Report will be on the CQC website. Also contact the local CQC branch directly and ask if there are any current concerns about this home. http://www.cqc.org.uk/

j) Check with your Safeguarding and Quality Performance Monitoring (QPM) team and ask if they are aware of any concerns about this provider. Check with the QPM team how much service quality information they hold and how current it is.

k) Make sure you have a pack of paperwork prepared to take with you, including SARD document, Continuing Healthcare Checklist, Capacity Assessment and Best Interest Decision Making documents.

5. *What Needs to be Covered in the Review?*

The review is not just a meeting but is an event to ensure that the individual being reviewed is happy with the support being provided, in a safe environment, having their needs met and experiencing a good quality of life. This means you will have to plan sufficient time to meet the individual yourself, see the person's bedroom and the communal facilities, read the recording for that individual as well as have the review meeting. This must include:

a) Understanding what the person thinks and feels.

b) Checking the home's recording for the individual thoroughly e.g. any Safeguarding alerts that have been made about the individual either as a victim or a perpetrator, Communication book, daily record, MAR sheets, appointments records, any risk assessments and /or guidelines for the individual (by an MDT), provider's care plan, activity programme, menus, incident reports, any complaints by or about the individual.

c) Does the person have capacity to make specific decisions? If not, a best interest decision making process will need to be incorporated into the review.

d) Are there any DoLS issues that need to be addressed?

e) Which health services are involved with the individual and are they having ongoing treatment.

f) As a multi-disciplinary discussion at the review check the individual's needs against the Continuing Healthcare Checklist criteria.

g) Check the provider's Safeguarding Procedures and check with staff there that they understand the procedures. You will also need to check that the provider's procedures comply with the local Joint Procedures for that particular local authority area. The host area Safeguarding or Contracts Teams will be able to advise on this.

h) Check the staffing rota and note the number of staff on shift each day. Also note how many agency staff are being used on a daily/weekly basis. If the rotas are not clear or you have any concerns about staffing numbers please contact your Contracts and Commissioning Team for further negotiation to take place. Please copy in QPM to correspondence.

i) Meet with the individual on your own or with an advocate and find out if they have any concerns, unmet needs and what they think of the service.

j) Make sure that you see the individual's bedroom. If you have any concerns raise these immediately with the manager on duty and ensure that they take appropriate action.

k) Look round the communal area and if you have concerns raise these with the manager.

l) Ask the manager if there are any outstanding complaints about the service and if there have been any recent CQC unannounced visits.

m) Check the home's financial records for the individual to ensure that income and expenditure for the person is being accurately recorded and that any spend is related to their needs and reasonable in amount. This is particularly important if there are no relatives involved and the provider is the financial appointee.

n) During the multi-disciplinary review meeting work through the criteria in the Council's review documents (includes FACs criteria and CHC).

o) Check current family and social networks and note frequency and quality of the contacts.

p) Ask about contact the individual has with the local community and what the provider is doing to support and encourage this.

q) If applicable, what employment opportunities are available or can be offered to the individual in the local area and again how the provider helps them to access this and supports them.

r) What daily activities are in place in the home or could be set up to maximize independence skills e.g. cooking, shopping etc.

s) Ask what training the staff of the home undertake, whether it is up to date and ask if particular training in working with this individual is given.

t) Check the current cost of the placement and assess whether the staffing level and input being provided matches the cost being paid. (If not, consider involving the council's Contracts and Commissioning team),

u) Assess the care being delivered, the care planning and the recording. Is it person centered and focused on meeting the needs of the individual rather than fitting the individual into the preferences of the staff/organisation?

v) Does the person have the ability to recognise and respond to an emergency e.g. fire? If not is there a clear plan in place?

6. Outcomes of the Review.

Each review needs to agree a set of specific outcomes for the individual. These must specify:-

- What they want to happen;
- What needs to be done;
- By whom;

- By when;
- How it needs to be achieved, taking into account the individual’s preferences;
- How it will be known that it has been achieved.

The reviewer will also need to consider whether this placement and level of service is the most appropriate way of meeting the individual’s needs or have their needs changed to the point where other factors need to be considered e.g.:

- CHC for those who have become more frail/challenging.
- Supported living either back in your area or in the area where they are currently placed, – whichever is most appropriate for them.
- Current placement continues to best meet their needs.

Make sure that the record of the review is written up, authorised by your manager and sent to the provider as soon as possible so that outcomes and actions are not forgotten.