

7 Minute Briefing Recommendations, Learning and Actions

Identify the learning or recommendations that are relevant to your team and summarise your teams' discussion on those points.

TOPIC	Adult Support and Protection Recording on CCIS		
Organisation:	Social Services	Team Manager:	Linda Melville
Section/Team:	Adult Assessment & Partnership	Contact Details:	
Date completed:	12/09/2017		

Self evaluation processes are measured through many techniques including Key Performance Indicators.

The following are recurring issues which adversely portray our standards of service and give a false representation of the excellent work each member of Social Services staff do on a daily basis. By getting the Key Performance Indicators right then we can market this excellent work in deserved recognition of our professionalism.

1. Initial discussions with manager within 1 working day of referral (71%/100%)
2. Consideration of Advocacy (13%/100%)
3. Initial Referral Discussions within 1 working day of referral
4. Service user categorization i.e. elderly without dementia.
5. Source of referral
6. Incident tabs to include perpetrator and location of harm
7. Consistency in relation to type of harm (fall is not self harm)
8. Difference between inquiry and investigation.
9. Outcomes of referrals and investigations
10. Records of partnership involvement
11. Records of planning meetings and case conferences and terminology
12. Risk assessments
13. Chronologies
14. Protection/Care plans

What actions have been agreed to improve practice?

What needs to happen?	Who will do it?	By when?	How will you know when it has been done?	How will you know if it has worked?

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