

Work Instruction
Recording Adult Support & Protection Procedure on CareFirst

CareFirst user's work instruction for Adult Support & Protection

Introduction

This work instruction is to ensure that all Adult Support & Protection (AS&P) activity is recorded at each stage of the procedure.

It is the duty & responsibility of all CareFirst users, Nominated Officers & council officers to maintain an accurate record of all Adult Support & Protection, concerns, decisions, outcomes, tasks & actions & reviews

The data recorded will support the requirement of the Adult Support & Protection committee to monitor report and audit, all AS&P referrals, inquiries, risk assessments ,case conferences ,investigations decisions & outcomes, protection plans & Statutory orders ,at all stages for adults at risk of harm in Highland.

This work instruction supports directly the 3 procedural stages for Adult Support & Protection in Highland and describes the corresponding processes for CareFirst recording

Work Instruction

Recording Adult Support & Protection Procedure on CareFirst

Procedure - Stage 1 - Responding to the concern or allegation

(Pages 3+4)

Care First recording procedures

Reporting a concern /referral

- **Initial Contacts.**

Recording Decisions, Actions, Outcomes & Case Conferences Activities

Procedure - Stage 2 - Intervention to ensure the adult is supported & protected

(Page 5 +6)

Inquiries, Risk Assessment, Investigations & Protection Plans, Statutory Orders

Care First recording the procedures

- **Care Assess Assessments - Adult Protection**
- **Key Classification**

Legal Status

AS&P Inquiry

AS&P Investigation,

AS&P Statutory Assessment order

AS&P Banning /temporary banning order

AS&P Removal order

- **Care Cycle Activities –AS&P case conferences AS&P reviews**
- **Observations – Statutory Concern**

Communications, Contact & interventions with client, carers, key people & professionals

Procedure - Stage 3 - Reviews

(Page 7)

Care First recording process

- **Care Assess Adult Assessments – E Review**
- **Activities used for all tasks involved in business support setting up & chairing reviews & circulation of information**

PROCESS for Recording Adult support & Protection Carefirst data

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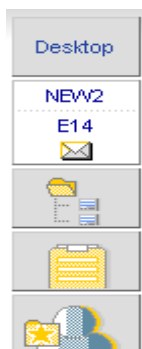
Stage 1 - Responding to the concern or allegation

1 Adult Support & Protection - Initial Contacts

NOTE:

The Initial Contact is the responsibility of all workers as the first point of contact for all concerns and allegations reported

All Adult Support & Protection Concern contacts into the service will be recorded as an Initial Contact on the CareFirst system.



Adding an Initial Contact

*You can access this from the main menu, CareAssess, click **ADD** or from client desktop click assessment clipboard icon*

←

Click ADD

Adult Assessment Type chose – A. Initial Contact.

NOTE :

There are 3 screens to the Initial Contact answer all questions & at screen 3 always finish and save

Screen 1: *for standard reporting complete sections 1.1.1 to 1.1.9 then:*

- **Topic (1.1.10)** – select Adult Concern
- **Presenting issue (1.1.11)** – select Adult Support & Protection concern
- **Presenting Issue notes (1.1.12)** – *record the details and facts regarding the risk of harm concerns, including the adult's views & wishes if known at this stage – Please ensure the information accurately reflects the description given of the concerns, immediate circumstances & risks & any 3rd party or capacity &/or consent issues if known*

This will enable the Nominated Officers to assess the risks, agree if the adult meets the definition of an adult at risk of harm & agree what action if any will be taken

Complete sections 1.1.13 and 1.1.14, then click on Save tab followed by the Continue tab, this moves on to Screen 2.

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Screen 2: 2.1.2. –Authorisation Request screen. All boxes to be completed.

The Initial Contact is assigned to the team responsible to progress the inquiry. Click on Organisation and enter team details.

Record activity in **Activity Details** - standard *example*

Worker ID XXXX

Adult Support & Protection Concern - Nominated Officers initial assessment decision required

Click on **Add Activity** tab then click on **Finish and Save** tab, this, moves on to Screen 3.

Screen 3: Assessment Completion and Authorisation

Complete the following:

- **End date** double click for date
- **Priority** enter either *Critical, Substantial, Moderate, Low*
- **Outcome** – select **Initial Contact Details Taken**
- **Initial Contact Outcome** – select **Adult Protection**

*The worker responsible for recording the Initial Contact Adult Concern must check that the Nominated Officer has been notified of the enquiry. All other contacts/telephone calls associated with the adult concern enquiry will be recorded in **Observations, Subject*** – select **Adult - Statutory Concern**.*

*The **Initial Contact** is viewed on the Team Desktop & “my client” open assignments – go to team desktop>select activity> click details and click details again*

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Stage 2 - Intervention to ensure the adult is supported and protected

The Nominated Officer is responsible for recording the decision and outcome from the inquiry in the Activity progress notes

Initial Contact Activity Progress Notes example

Nominated Officer ID XYXY discussed with Northern Constabulary & NHS Nominated Officer's.

The initial assessment decision is:

- The adult meets the AS&P criteria & further assessment & background information will be required. (flexible detail depending on decision at that time)
- SW will be the lead agency and assign a council officer to start assessment information.
- Click **Save**
- Click **Reassign** if further action by a Council Officer is required

Or

- if no further action is required select **Completed** in the Status box with the reasons recorded in progress notes.

Nominated Officer CareFirst recording

- Add **Network**, select **Type** – chose **Professional**, select **Relationship** – chose **AP - Other Professional Relationship** & *record in notes description of professional role Nominated Officer*
- Add **Activity**, select **Class** – chose **Arrange**, select **Type** – chose **Case Conference** and input **Required Date**

Stage 2 contd.

Inquiries risk assessment, Decisions, Actions & Outcomes, & Case Conferences - (Activities)

NOTE: For all AS&P decisions, actions/tasks & outcomes **an Activity** will be added **for each**.

It will be the responsibility of the Nominated Officer & Council Officers to ensure Activity progress notes are used for all decisions to monitor progress & completion.

Using CareFirst Activities

To ensure consistent and standard recording of all AS&P activity, follow the pick list choice examples below.

Case Conferences Activities

- Find Client
- Go to "My Client" desktop
- Care Cycle
- Activities
- Add Activity

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Class – Chair or Arrange

Type – Adult Support & Protection Case Conference

Add Activity Review

- Find Client
- Go to “My Client” desktop
- Care Cycle
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Class – Review

Type – Adult Support & Protection Plan

- Required date is the date agreed at the case conference for the first review to be held
- Reassign to ADULTREV (Adult Care Review Team Desktop)

Investigations Activities

- Find Client
- Go to “My Client” desktop
- Care Cycle
- Activities
- Add Activity

Class – Authorise

Type – Adult Investigation

Recording CareFirst

Adult Support & Protection Plans, Investigations & Statutory Orders

NOTE: The Nominated Officer & allocated SW Council Officer are responsible for recording and ensuring all standard records are on CareFirst:

- **Network** allocations & relationships - including free text contacts
- **Warnings** (if required added by worker/Council Officer) & authorised by Nominated Officer or Team Manager
- **Adult Protection Assessment** – this remains an open assessment until the case conference agrees and decides an outcome.
Questionnaire context - Adult Protection
Assessment Type – Adult Protection
- **Background & Specialist Assessment**
Questionnaire context – Adult
Assessment Type – C Background & Specialist Assessment
- **Key classification SSA**
- **Key Classification** – legal status_– Adult Support & Protection Plan

Key Classification Notes:

*Council Officer ID describe AS&P stage
& details of where the risk assessment &/or protection plan is held*

- **Person Details** - check all folders are up to date and accurate

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Stage 3 Reviews

Activities (Reviews)

The Nominated Officer or Council Officer will be responsible for adding an Activity with the first review date agreed at the case conference

- **Class** - Review
- **Type** - Adult Support & Protection Plan
- **Required Date** - maximum timescale up to 6 months
- **Assign To** - ADULTREV

The Adult Care Review Team will be responsible for the first and subsequent AS&P reviews – with the first review to be arranged within 6 months (or sooner if agreed at case conference)

The Adult Care Review Team Manager will

- read the message activity assignment & allocate (reassign activity) to a reviewing officer
- Add an activity for Business Support to arrange review venue and letters.

The Reviewing Officer will

- Open activity details and record next steps in progress notes
- add Network relationship
- check “My Client” person details folders
- check “My Client” assessments are on the system
A - Initial Contact,
C - Background & Specialist Assessment &
Adult Protection
- Liaise with Business Support for review arrangements correspondence and review minutes.
- Add the E - Review Assessment & Outcome end date the same day as AS&P review
- Distribute outcome & updated protection plan

Recording Communications, Contact with client, carers, key people & professionals during

- Go to **Care Cycle**
- Go down to **Observation** and select
- Add **Observation**, go to **Subject**, chose **Adult – Statutory Concern**
- Input data in Text box and **Save**.