

Confidential- Report on Transition Team involvement with AR 8/8/2024

This report was completed following the serious incident on 29th July 2024 involving AR (LAS reference [DPA]).

1. Chronology of Transition Team interventions

ACTION	DATE
Referred to transition by Louise Lewis (Family Support Worker)	8.2.2022
Case allocated to transition worker ME-ME had a prolonged absence from work.	21.2.2022
Case allocated to social worker Suzi Walmsley (SW)	8/8/2022
Email and phone call made to family asking for a date to begin assessment in September 2022	14/8/2023
Assessment arranged for 9/11/2023 following call from father asking about assessment	7/11/2023
SW emailed SEND inclusion worker requesting information to support assessment	7/11/2023
Attended family home to complete assessment	9/11/2023
Liquid Logic Record accessed by SW	15/11/2023
Record accessed by SW	23/5/2024

2. Transition Process

- 2.1 The Transition Team accepts referrals for young people aged between 14 and 18 years old. The role of the team is to provide advice and information to young people, their carers, and other professionals, to assess their adult social care needs and arrange services for those with eligible care needs.
- 2.2 The Transition Team seeks to provide early information to support commissioning by aggregating information about the anticipated needs of young people prior to completion of the Care Act Transition Assessment.
- 2.3 The Transition Worker will remain a point of contact once allocated, but their direct involvement will be episodic, usually becoming most active in the 12 months leading up to the young person's 18th birthday.
- 2.4 The Transition Assessment will include detail of a young person's social care needs. Transition Workers should also consider whether assessments are required in relation to Mental Capacity, whether there is a deprivation of liberty that requires authorisation and whether the person may have a right to healthcare support via Continuing Healthcare funding or Individual Patient Activity Funding (formerly CPOC)

2.5 The Transition Team are not operationally responsible for care and support arrangements or for case management before a young person's 18th birthday, during this period their responsibility is to provide information to support planning and contribute Social Care Advices to Education Health and Care Plan reviews.

3. Staff involved

3.1 The case was held by Transition Team Social Worker Suzi Walmsley (SW), SW qualified as a social worker in 2020 and joined LCC during her ASYE period in April 2021. SW was supported to complete her ASYE program after joining LCC which she did successfully following resubmission of portfolio in 2022 while line managed by Team Manager Julie Eaves.

3.2 SW was assigned a new Team Manager in October 2023 when Emma Clough (EC) was appointed to her Team Manager Post.

3.3 The Service Manager for Transition is Neil Willcocks (NW). NW has been a Service Manager in the Learning Disability and Autism Service since 2018 and became responsible for Transition in 2021.

4. Transition Worker's Activity

4.1 At the point of referral by the Family Support Worker on 8.2.2022, the primary presenting issue was reported to be Autistic Spectrum Disorder (ASD) and anxiety. Attendance at school was an issue. Targeted youth support worker involved. Relationship with father noted as "fractured" and EHCP (Education Health & Plan) being amended.

4.2 There was no information relating to risk included within the transition referral document, though it is noted that there is no specific place for entering risk on the referral form **(Completed Action No 1.)**

4.3 AR was 15 years old at the point of referral and when allocated a Transition Worker. The role of the transition worker at this point was to ensure that data about AR was logged in the transition tracker to support future planning and, if invited, to attend any review meetings held and provide social care advice for Education Health and Care Plan if requested. Operational responsibility for the provision of services remained with CYP services.

4.4 AR's family were known to the Transition Team previously as a result of his older brother DR having been supported by the Transition Team [DPA]

[DPA]

[DPA]

The Transition Team's experience of DR's father was that he was a committed advocate for DR and actively sought support from the team when this was needed. The Transition Social Worker RG was not made aware of any risk issues or concerns when visiting the family.

- 4.5 AR was allocated a different transition worker in August 2022, due to the absence from work of the previous Transition Worker.
- 4.6 SW has stated that she did not access the LCS case recording system prior to visiting AR. There is no current operational guidance in place that states that workers must do so. This is a risk. **(Completed action No. 8)**
- 4.7 The Care Act Transition Assessment visit took place on 9th November 2023. The purpose of the assessment was to plan for support that may be required when AR became 18 in August 2024. The timescale of 9 months before AR's 18th birthday appears reasonable and in most cases will fit with the Care Act Statutory Guidance around "Significant benefit"
<https://assets.publishing.service.gov.uk/media/5a7dcf2aed915d2ac884dafa/Care-Act-Guidance.pdf>
- 4.8 The Social Worker has advised that AR did not engage with her during the assessment visit. Information was taken from AR's parents to populate the assessment and SW advises that she completed handwritten notes for later entry on Liquid Logic. A copy of these notes has been received from the Social Worker **(Appendix 1)**. The Social Worker has stated that parents were of the view that AR would not engage with commissioned support at that time.
- 4.9 There does appear to be a missed opportunity for greater curiosity in relation to the fact that AR's family had taken the trouble to seek support from the Transition Team, which was indicative of the likelihood of an unmet need. Completion of an assessment without the direct involvement of the subject is not good practice. This is an area requiring further assurance in terms of Transition Team practice and that of the Social Worker. **(Proposed action No 3)**
- 4.10 The case note detailing the assessment visit notes that Children and Young Peoples Services had ceased their involvement at the time of the assessment visit. AR's father advised that he was "off roll" from school, but that he had a meeting upcoming about this and would inform SW of the outcome. *Note that this case note was not added until 30/7/2024
- 4.11 On review it does appear that greater effort to engage directly with AR would have been appropriate in order to ensure his needs were properly understood and planned for, as well as considering whether a referral back into Children and Young People's Services was required- although AR's parents' familiarity with services and the ability they had previously demonstrated to access support services when needed may have been a factor in SW considering whether this was necessary.
- 4.12 It does not appear, based on the case notes or from supervision notes where the case was discussed that alternative methods of engagement were considered such as email/Teams call/supported self-assessment **(Proposed Action Point No.2)**. The Social Worker's case note stated that she had advised she would be in touch when the assessment was completed. There was no further recorded activity before 29th July 2024. SW was prompted in supervision on at least 5 occasions after this point, with

the Social Worker directed to enter the assessment on Liquid Logic, but this action was not taken. **(Proposed Action Point No.3)**

4.13 The Team Manager, EC, was a relatively new Team Manager. Review of the supervision notes has identified that SW and EC met for the supervision at a frequency in line with the LCC Supervision Policy. Notes were recorded at each supervision session, but not in the format required by the Council. It is recognised that a number of teams across the council have ceased recording notes on the dedication supervision records system due to issues with the format and its accessibility.

4.14 EC has acknowledged that repeated discussion of the need to get AR's assessment entered within Liquid Logic was not effective and that in future she would progress such a situation either by capability or disciplinary procedures, depending on the reason for non-completion of the task. EC has already booked attendance on the Council's Performance Management for Managers Training Course.

4.15 The Social Worker advises that she established that there were no social care services in place at the point of assessment and therefore there would be no loss or gap in services if support was not arranged by AR's birthday. She reports that this was a factor in her repeatedly prioritising other work, rather than completion of the assessment.

4.16 The Transition Team seeks to complete all assessments in advance of a young person's 18th birthday. Data in relation to the completion date of assessments is recorded and reported to Head of Service via Service Manager. In this case, because the assessment had not been completed it did not feature in the report. The delay in completing the assessment within Liquid Logic was therefore not visible to Senior Managers. **(Proposed Action No. 1)**

4.17

DPA

5. Caseload Review for SW

In total, SW has 85 people allocated to her. These people will range from those in Year 9 to those in Year 15. SW's caseload is comparable to other staff within the team.

Age 14-17	55
Age 17	14
Age 18+	16

5.1 As an initial assurance measure, Julie Eaves Transition Manager, has completed a desktop review of SW's open cases aged 17 and 18 (those for whom any delay

in completing work is likely to be most critical). Julie has PRAG rated these cases and provided a caseload supervision session with SW to agree SMART actions (**Appendix 2**).

Rag rating	Number	Completed since review	Action
Purple (Already 18 and immediate action required to arrange support/complete assessment)	4	3	1 assessment requires entry on LAS, no services required. Case to close on completion, no transfer to adult services required
Red- urgent work required to meet deadlines	5	3	Visits scheduled for 2 outstanding cases- deadlines will be met.
Amber- Work required to meet deadlines up to November 24	4	0	All cases have agreed action plan for completion to target date.
Green- work required, but not immediately	11	0	Action plan to developed in next supervision

5.2 The young people PRAG rated in amber or green require ongoing work from SW and management oversight to ensure the deadlines are being met but are not currently considered to be at risk of delay.

6. Wider assurance across the Transition Team

6.1 The Transition Managers have completed a full caseload review of active cases of 8 staff across the Transition Team, to establish whether there are broader performance and compliance issues across the Transition Service.

6.2 6 cases have been PRAG rated as 'purple'. There are action plans in place to complete all outstanding tasks within 2 weeks and these will be closely monitored by the Service Manager.

6.3 There are a further 14 'red' cases where there is a risk of missing key dates unless focussed action is taken. As with 'purple' cases, action plans are in place and these will also be actively monitored.

6.4 Caseload reviews for the remaining 7 staff will be completed within the next 7 days. This will give confidence that all caseloads within the team have been reviewed in detail within the last 2 weeks and actions identified where necessary.

This will be reviewed by Service Manager and Head of Service (**Proposed action No 6**)

7. Summary of Action Taken Since Incident

#	ACTION	BY
1	Risk added to the Transition referral form	EC
2	Review of LAS record completed	NW
3	Record locked and access restricted	CH
4	Staff offered support via employee assistance	EC
5	Caseload review completed and actions set to ensure compliance	JE
6	Sample of cases across Transition to establish if there are broader issues in the team	JE & EC
7	Copy of notes completed at assessment visit retrieved from worker and shared with Director	NW
8	Supervision notes shared with Director	NW
9	Staff instructed that they must always check LCS when beginning work with a young person and before each new intervention	NW

8. Further actions planned with timescale

#	ACTION	BY	WHEN
1	Request BI report for all cases age 17+ detailing whether social care assessment started and duration of assessment.	NW	9/8/2024
2	Raise issue of assertive/creative engagement with PSW for staff guidance	NW	09/08/2024
3	SW's practice to be considered within capability framework	EC	23/8/2024
4	Transition Team Operational procedures to be reviewed	NW/PSW	30/9/2024
5	Performance monitoring arrangements for transition to be reviewed and revised	NW	30/9/2024
6	Full caseload reviews to be completed and reviewed by Service Manager & Head of Service	NW/CH	23/8/2024

Neil Willcocks

Service Manager

09/08/2024

Appendices

1. Notes from assessment visit

<u>1</u>	<u>Notes from assessment visit</u>	 Face%20assessment %20-%20Blank%20coj
2.	<u>Caseload review & plan</u>	 SW%20caseload%20r evew.docx
3.	4.	5.
6.	7.	8.
9.	10.	11.
12.	13.	14.