

Moray ASP Improvement Action Plan 2022-24

Report Type: Actions Report

Generated on: 08 February 2023

Background

The Improvement Action Plan was first formulated in 2019 following a series of engagement and consultation events and multi-agency workshops with the purpose of giving a clear foundation and oversight to Adult Support and Protection activities in Moray. The structure of the plan has changed over time and has been further influenced by our most recent Joint Inspection in 2022 highlighting further areas for development. The Plan is multi-agency and is the tool used within Adult Protection Committee to provide assurance to all partners of progression and development in the work that we do.

Project Work streams and objectives

The initial self-evaluation activities identified 6 main work streams, and this formed the foundation of our plan. Since the Joint Inspection, a 7th work stream has been identified. Initial Quality Assurance was intertwined within the plan – this was an area of improvement for us – and as such required its own section within the plan. We recognise the benefit of working together with all partners. We know we have a long way to do in Moray for Adult Support and Protection and working together will only strengthen our partnership and delivery of Adult Support and Protection.

Assurance – how do we know we are achieving?

To provide all partners with the assurance they need to monitor Adult Support and Protection activity it is important that we are honest and transparent about our improvement activities and the deadlines we set. As well as the plan, we have invested in using Pentana audit management software. The plan has been relayed onto the software system and assists us in measuring outcomes and tasks completed – assisting in giving better oversight to work undertaken and clear work streams. This is new to Moray and an area we hope will provide better strategic oversight in Adult Support and Protection and assist in better efficiency and communication to all partners.

Design Principles

The plan is based on the following principles

- We will engage with our colleagues who provide ASP support in developing and then implementing the Moray Improvement Action Plan
- We will consult with our colleagues and partners in the development and then implementation of the Moray Improvement Action Plan; and monitor and review implementation, practise and outcomes to provide assurance
- We will be open and transparent with all stakeholders in terms of the improvement actions that require to be undertaken.

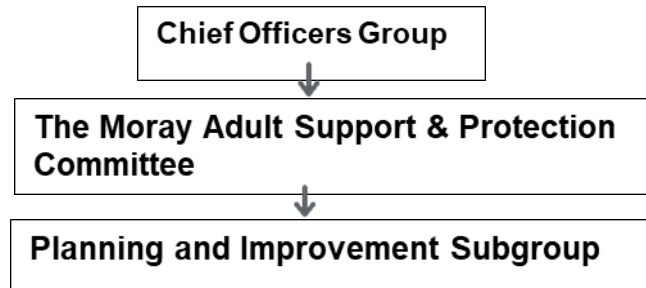
Governance

The following diagram illustrates the governance arrangements in relation to overseeing the project plan

The Improvement and Planning subgroup will meet on a 6 weekly basis. Our project sponsor is the Chief Social Work Officer.

The Improvement and Planning subgroup is multi-agency and representatives from Social Work, NHS, Police and Advocacy are the core members. At each, meet the Adult Support and Protection Lead officer co-ordinates the meetings. It is the responsibility for all members of the group to provide






updates prior to each meet of which will then be collated and documented onto the Plan. The updated Plan is then passed to the Chair of the Adult Protection Committee to provide assurance of work undertaken and to discuss within Adult Protection Committee. It is further recognised that updates of the plans progress are also provided to Practice and Clinical Care Governance as update.




Priority improvement areas as identified by Care Inspectorate: -


1. The partnership should ensure the application and delivery of key processes for all adults at risk of harm is consistent and in line with the Moray Health and Social Care Partnership (HSCP) and Grampian interagency procedures.
2. The partnership should ensure that full adult support and protection investigations are carried out for all adults at risk of harm who require them.
3. The partnership should seek to improve the quality of chronologies, risk assessments, and protection plans. This will impact positively on the management of risk for adults at risk of harm.
4. Case conferences and review case conferences should be clearly defined, involve the adult at risk of harm and unpaid carer where appropriate and should be convened for all adults at risk of harm who require them. The partnership should prioritise the full implementation of the improvement plan. Strategic leaders should ensure that the appropriate resources are made available.
5. Strategic leaders should strengthen governance of adult support and protection practice. There should be robust measures in place to identify concerns early and promptly implement remedial action.

Strategic leaders should continue to develop multi-agency self-evaluation activities. Frontline staff should be fully involved in the design, implementation and consequent improvement work





| Action Status | |
|---|------------------------------------|
|  | Cancelled |
|  | Overdue; Neglected |
|  | Unassigned; Check Progress |
|  | Not Started; In Progress; Assigned |
|  | Completed |

1. Lived Experience (PRIORITY)

| Code | Action Title | Agency | Due Date | Latest Status Update | Status Progress | Status Icon | Assigned To |
|----------------|--|--|-------------|---|-----------------|---|-------------|
| ASP SIP Cat1.1 | Review commissioned advocacy service to ensure formal advocacy services are as accessible as possible for people involved in ASP process | AGENCY: Local Authority CARE INSPECTORATE PRIORITY: 4, 5, 6 | 31-Mar-2023 | Decision has been taken to undertake a 1-year award for Advocacy in Moray. Commissioning are finalising this. | 20% |  | |







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| ASP SIP Cat1.2 | Listen to People - Agree and implement a systematic approach to capturing the lived experience (qualitative) of people who have been in contact with the ASP process | AGENCY: Local Authority CARE INSPECTORATE PRIORITY: 4, 6 | 31-Mar-2023 | Conversation Cafe; booked for 04-02-2023. This will be an opportunity for individuals who have been open to ASP process to talk about their experiences and to talk about improvements to the case conference process. Verbal update to be provided by Advocacy at Feb APC. Subgroup continues to meet and explore ways of engaging with individuals who have been part of ASP process. | 75% |  | |
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2. Quality Assurance and Audit (PRIORITY)


| Code | Action Title | Agency | Due Date | Latest Status Update | Status Progress | Status Icon | Assigned To |
|-------------------|---|--|-------------|---|-----------------|---|----------------------------|
| ASP SIP Cat2.1 | Design of ASP audit to undertake case file QA for x1 adult. This will encompass from point of referral to IASPC findings shared with PGB and reported to APC with aim to inform practice improvement and highlight elements of good practice. | AGENCY: Local Authority CARE INSPECTORATE PRIORITY: 1, 2, 3, 4, 5, 6 | 28-Feb-2023 | Unable to progress in January due to lack of capacity – to update for next APC | 50% |  | Vicki Low; Sammy Robertson |
| ASP SIP Cat2.2 | Involvement of Team Managers in undertaking Investigation documentation quality assurance exercise on a monthly basis - to evaluate practice feedback and further learning shared | AGENCY: Local Authority CARE INSPECTORATE PRIORITY: 2, 3, 4, 5, 6 | 30-Nov-2022 | Meetings have taken place, however, these have not been attended well by Team Managers and this has resulted in a lack of progress in this area – to be highlighted on Risk Register. | 0% |  | Vicki Low; Sammy Robertson |
| ASP SIP Cat2.3 | Involvement of Advanced Practitioners across Adult Social Work in adult support and protection quality assurance activities for monthly single agency screening tool audits | AGENCY: Local Authority CARE INSPECTORATE PRIORITY: 3, 4, 6 | 31-Oct-2022 | Continues to be in place | 100% |  | Vicki Low; Sammy Robertson |
| ASP SIP Cat2.4 | Multi-Agency IRD Summary Quality Assurance Audit to take place - review all IRDs from commencement | MULTI AGENCYCARE INSPECTORATE PRIORITY: 1, 2, 3, 4, 5, 6 | 31-Jul-2022 | Next IRD audit to take place Summer 2023 Case Conference Audit activity to take place on a multi-agency basis – date to be arranged | 100% |  | |







3. ICT and Recording (PRIORITY)


| Code | Action Title | Agency | Due Date | Latest Status Update | Status Progress | Status Icon | Assigned To |
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| ASP SIP Cat3.1 | All adult support and protection files to be transferred to Every Client Documents within T drive | AGENCY: Local Authority CARE INSPECTORATE PRIORITY: 1,4 | 31-Mar-2023 | No update from ICT | 10% |  | Samantha Morgan |
| ASP SIP Cat3.2 | Naming convention in place for all Adult Support and Protection electronic files | AGENCY: Local Authority CARE INSPECTORATE PRIORITY: 1, 4 | 31-Mar-2023 | Unable to progress due to lack of capacity | 50% |  | |
| ASP SIP Cat3.3 | Use of Pentana to measure progress of multi-agency improvement plan | AGENCY: Local Authority CARE INSPECTORATE PRIORITY: 5 | 31-Jan-2023 | Pentana to be opened up to multi-agency colleagues Feb 2023 | 100% |  | Vicki Low; Sammy Robertson |
| ASP SIP Cat3.4 | Information and Intelligence Subgroup to analyse data set and to improve standard of reporting to COG, APC and risk and performance management group | AGENCY: Local Authority CARE INSPECTORATE PRIORITY: 5 | 31-Dec-2022 | Quarterly report with increased data information to be presented to APC Feb 2023 – moving forward Quarterly reports to reflect new national data set | 100% |  | Vicki Low; Sammy Robertson |
| ASP SIP Cat3.5 | Procedure in place for use of events/activities in relation to Adult Support and Protection activity on CF | AGENCY: Local Authority CARE INSPECTORATE PRIORITY: 1, 2, 3, 4, 5, | 31-Dec-2022 | Audit required of CF system on a monthly basis – to take place March 2023. | 100% |  | Vicki Low; Sammy Robertson |
| ASP SIP Cat3.6 | Discussion to take place regarding proposal for possible Data set from Police Scotland which would be added to the existing local date set to APC | AGENCY: Police CARE INSPECTORATE PRIORITY: 5 | 31-Mar-2023 | Police can share information regarding ASP referrals and Concerns – to further discuss Assigned to: Vicki Low, Bruce Buntain | 0% |  | |





4. Policy, Process and Procedures








| Code | Action Title | Agency | Due Date | Latest Status Update | Status Progress | Status Icon | Assigned To |
|----------------|---|--|-------------|--|-----------------|---|---------------|
| ASP SIP Cat4.1 | TM oversight and involvement of chairing of all RASPC, in line with the Op Guidance, to support clearly defined ASPCC and RASPC process - This will include regular updates and review to ensure collaboration to be discussed within the ASP Op meet | AGENCY: Local Authority CARE INSPECTORATE PRIORITY: 1, 2, 3, 4, 5 | 30-Nov-2022 | Update Feb 2023 – lack of attendance at TM meetings – to discuss review meetings. This has been further impacted by lack of admin capacity – to be included in Risk Register | 0% |  | Tracy Stephen |



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| ASP SIP Cat4.2 | Core Group of front line practitioners formed to review Investigation documentation on CF - specific attention to the management of risk and protection planning within recordings | AGENCY: Local Authority CARE INSPECTORATE PRIORITY: 1, 3, 6 | 30-Nov-2022 | Update Feb 2023 – practitioners met to discuss January 2023 – work on going and review activities will be set moving forward | 100% |  | Sammy Robertson |
| ASP SIP Cat4.3 | Core Group of front line practitioners formed to review Screening Tool documentation on CareFirst - specific attention to the management of risk, protection planning and application of the 3-point test | AGENCY: Local Authority CARE INSPECTORATE PRIORITY: 1, 3, 6 | 30-Nov-2022 | Update Feb 2023 – core group of practitioners met January 2023 – in progress – review activities will be set moving forward | 100% |  | Sammy Robertson |
| ASP SIP Cat4.4 | Core Group of front line practitioners formed to devise, design and implement Large Scale Investigation recording and investigation documentation on Carefirst. Attention required in relation to risk management and protection planning | AGENCY: Local Authority CARE INSPECTORATE PRIORITY: 1, 3, 6 | 30-Nov-2022 | Subgroups to commence August 2022. Due to LSI activity this activity has been completed by LSI lead Officers and will be reviewed alongside x8 council officers following current LSI to inform any changes to document Feedback meeting with practitioners took place and further small changes agreed as well as practitioner guidance produced and to use document moving forward with further review following each LSI activity undertaken Assigned to: Vicki Low | 100% |  | Vicki Low; Sammy Robertson |
| ASP SIP Cat4.5 | Full Review of the Decision Specific Capacity Tool to be undertaken on a multi-agency basis – with input from NHSG and Lead Agency council employed staff. | AGENCY: NHS Grampian CARE INSPECTORATE PRIORITY: 1, 2, 5, 6, | 31-Jan-2023 | 30-01-2023: Tool revised updated and completed. Distributed out to all agencies along with a briefing note to support roll out. To be discussed in Council Officer meetings + main Grampian Psychiatrist clinical meetings. Assigned to: Kenny O'Brien | 100% |  | |
| ASP SIP Cat4.6 | Initiate ASP Champions Role within NHSG - ensure that staff have local contacts and links for advice and support - alongside more formal structures | AGENCY: NHS Grampian CARE INSPECTORATE PRIORITY: 1, 5, 6 | 28-Feb-2023 | 30-01-2023: Delayed due to NHS clinical pressures. However, nominations from teams/areas expected in February. Plans already in place to train Champions + offer additional support. Now aiming for end of February 2023 launch. Assigned to: Kenny O'Brien | 75% |  | |
| ASP SIP Cat4.7 | iVPD local process review to take place in order to identify opportunities for | AGENCY: Police CARE | 31-Dec-2022 | Activity well underway with multi-agency sub group formed and active discussion and planning | 50% |  | |

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| | improvements in quality of information shared, and expectations of agencies receiving Adult Concern Reports from Police | INSPECTORATE PRIORITY: 1, 3, 5 | | taking place Assigned to: Sheila McDermott | | | |
| ASP SIP Cat4.8 | Ensure local and Grampian processes align and embed. This will be monitored via QA activities and regular briefing sessions. Work to be undertaken on a Grampian-wide basis to align the Grampian Procedures with the revised COPs and Local Guidance. | Agency: Multi-Agency CARE INSPECTORATE PRIORITY: 1, 2, 3, 4, 5, 6 | 31-Jan-2023 | Subgroup currently updating Grampian procedures to reflect revised codes of practice. QA activities on going - to continue to develop good communications and continually review effectiveness - end date to be extended to March 2023, likely to go through governance groups April/May 2023 | 80% |  | |




5. Training and Development


| Code | Action Title | Agency | Due Date | Latest Status Update | Status Progress | Status Icon | Assigned To |
|-------------------|--|---|-------------|--|-----------------|---|----------------------------|
| ASP SIP Cat5.1 | Clear training calendar available for external partners to book via Eventbrite | AGENCY: Local Authority CARE INSPECTORATE PRIORITY: 1, 3 | 31-Dec-2022 | Update Feb 2023 – training facilitator current on sick leave | 50% |  | |
| ASP SIP Cat5.2 | Collaboration with Social Work training to facilitate complex risk assessment across adult social work | AGENCY: Local Authority CARE INSPECTORATE PRIORITY: 1, 2, 3 | 31-Dec-2022 | Update November 2022 – Complex risk assessment for single agency devised and cascaded and presented across adult social work. Continue to discuss pan Grampian for multi-professionals – to change to multi-agency action for pan Grampian approach as of November 2022. Leads – Vicki Low Assigned to: Vicki Low, Social Work Training | 100% |  | |
| ASP SIP Cat5.3 | Adult Support and Protection Training Plan to be available to all practitioners throughout Adult Social Work, Social Care and 3rd sector | AGENCY: Local Authority CARE INSPECTORATE PRIORITY: 1, 2, 3, 4 | 31-Aug-2022 | Training Plan disseminated to all 3rd sector - March 2022. Training Plan available on Moray Protects webpage - April 2022. Training Plan available to all Social Work Teams - April 2022. Training Plan available to all housing and children services - July 2022. Assigned to: Vicki Low | 100% |  | Vicki Low; Sammy Robertson |
| ASP SIP Cat5.4 | Collaboration to take place with Child Protection to design and deliver Chronology training across Children and Adult Social | AGENCY: Local Authority CARE INSPECTORATE | 31-Dec-2023 | Update Feb 2023 – National Chronology Implementation Group meeting (2 meets so far) Terms of Reference in place for the Groups. | 40% |  | Vicki Low; Sammy Robertson |

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| | Work | PRIORITY: 1, 3, | | Attached for Feb 2023 discussion. Local Chronology Implementation Group to meet in due course to look at local approach Children and Adult Services. | | | |
| ASP SIP Cat5.5 | Clear and up to date records of all Adult Support and Protection training undertaken - Module, 1, 2, 3 and 4 - including when Council Officer refresher training is required | AGENCY: Local Authority CARE INSPECTORATE PRIORITY: 1, 5, 6 | 31-Aug-2024 | Update- Feb 2023 – no update Training facilitator on sick leave | 10% |  | |
| ASP SIP Cat5.6 | Council Officer Handbook detailing tasks in relation to Adult Support and Protection duties and role | AGENCY: Local Authority CARE INSPECTORATE PRIORITY: 1, 2, 3, 4 | 31-Jul-2023 | February 2023 – delayed to amend end date – this is due to delivery of Grampian wide training in risk assessments and chronologies – guide to reflect these changes. | 50% |  | Vicki Low; Sammy Robertson |
| ASP SIP Cat5.7 | Develop Practitioner Guidance on Self-neglect and Hoarding | AGENCY: Local Authority CARE INSPECTORATE PRIORITY: 1, 2, 3, 4, | 30-Nov-2022 | Delayed due to Training Facilitator sick leave | 75% |  | |
| ASP SIP Cat5.10 | New training framework for ASP to be embedded with all patient facing staff receiving a facilitated level 2 ASP training course | AGENCY: NHS Grampian CARE INSPECTORATE PRIORITY: 1, 2, 3, 4, 5 | 31-Aug-2024 | Training framework signed off and in place. ASP Level 2 now mandatory for NHSG patient facing staff with a 3-year repeat built in. Courses being run. Assigned to: Kenny O'Brien | 100% |  | |
| ASP SIP Cat5.11 | For NHSG staff recording of ASP input and activity - revise ASP Level 2 Training to include specific section on Health records and ASP, good practice examples to be included. | AGENCY: NHS Grampian CARE INSPECTORATE PRIORITY: 1, 2, 3, 4, 5, | 31-Mar-2023 | Training curriculum now revised and being delivered. Practice note completed and signed off/endorsed by the Clinical Professional Directors Forum for additional weight. Note distributed to all staff. Assigned to: Kenny O'Brien | 100% |  | |
| ASP SIP Cat5.12 | Financial Harm subgroup lead by Police Scotland (John Webster) | AGENCY: Police CARE INSPECTORATE PRIORITY: 1, 5, 6, | 31-Aug-2024 | Subgroup refreshed, new Terms of Reference compiled and Financial Harm Group firmly established. They are accountable to the Grampian ASP Working Group. Assigned to: John Webster | 100% |  | |
| ASP SIP Cat5.13 | Mandatory online training for ASP rolled out and to be undertaken by all officers. | Agency: Police CARE INSPECTORATE | 30-Nov-2022 | Compliance rate requested - this can then be reviewed on a regular basis. | 90% |  | |




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| | | PRIORITY: 1, 2, 3, 4, 5, 6 | | Assigned to: Bruce Buntain | | | |
| ASP SIP Cat5.14 | Training and briefings to existing and new members (on induction) in relation to their roles and responsibilities on the ASP committee | MULTI AGENCY CARE INSPECTORATE PRIORITY 5, 6, | 31-Aug-2024 | Training and updates delivered as required Assigned to: Samara Shah | 100% |  | |
| ASP SIP Cat5.15 | Implement learning points from Multi-Agency IRD Audit | MULTI AGENCY CARE INSPECTORATE PRIORITY: 5, 6, | 31-Oct-2022 | IRD Report written and presented to APC Sep 2022. Presented to Council Officer Forum and Practice Governance. Further reflection and implementation of learning point to be taken forward at next council officer session – as well as specific discussion with IRD chairs – scheduled throughout Sept and Oct Assigned to: Vicki Low and Elaine MacDonald for Social Work | 100% |  | |

6. Service Redesign and Review

| Code | Action Title | Agency | Due Date | Latest Status Update | Status Progress | Status Icon | Assigned To |
|----------------|---|--|-------------|---|-----------------|---|----------------------------|
| ASP SIP Cat6.1 | Adult Social Work consultation - design and implementation of a service wide development and improvement plan to reflect on ASP inspection, SDS standards and national and local policy | AGENCY: Local Authority CARE INSPECTORATE PRIORITY: 5, 6, | 31-Oct-2022 | Initial discussions have taken place with Team Managers with regard to importance of improvement and development for Social Work. Consultation Workshops planned for end Sep 2022. Assigned to: Vicki Low | 100% |  | Jane Mackie; Tracy Stephen |
| ASP SIP Cat6.2 | To develop a multi-agency approach and training for 2nd persons in Adult support and protection | MULTI AGENCY CARE INSPECTORATE PRIORITY: 1,2, 3, 4, 5 | 31-Dec-2023 | Progress – local 2nd Person training being undertaken in Moray – however, not Multi-agency to have further discussion regarding multi-agency contribution within Grampian Learning and Development Group | 0% |  | |
| ASP SIP Cat6.3 | ASP Live Event | MULTI AGENCY CARE INSPECTORATE PRIORITY: 5, 6 | 31-Jul-2023 | Postponed to 2023 – amendment to end date due to operational Priorities. Theme – Grampian Procedures. Assigned to: Vicki Low, John Lumsden. Kenny O'Brien, Anne Pendery | 10% |  | |

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| ASP SIP Cat6.4 | Discussion to take place within COG and APC regarding capacity and gaps in service to ensure clear oversight of matters by our more senior leaders | MULTI AGENCY CARE INSPECTORATE PRIORITY: 5, 6 | 31-Oct-2022 | Discussions taking place at both COG and APC regarding gaps and capacity issues. This is also reflected within our APC Risk Register and is a standing item agenda | 100% |  | |
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7. Professional Practice

| Code | Action Title | Agency | Due Date | Latest Status Update | Status Progress | Status Icon | Assigned To |
|-------------------|--|---|-------------|---|-----------------|---|----------------------------|
| ASP SIP Cat7.1 | Regular Council Officer Forums – to include regular feedback sessions | AGENCY: Local Authority CARE INSPECTORATE PRIORITY: 1, 2, 3, 4, 5, 6 | 30-Nov-2022 | Council Officer Forums in place. Formally recorded and training materials to be available within SharePoint for CO viewing - TO be reviewed Nov-22 by consultation with CO's Council Officer Forum due in December Assigned to: Elaine MacDonald, Suzy Gentle | 100% |  | |
| ASP SIP Cat7.2 | Regular Team Manager 'catch up' meetings to take place to discuss adult support and protection practice within teams | AGENCY: Local Authority CARE INSPECTORATE PRIORITY: 5, 6 | 30-Nov-2022 | Update- due to lack of capacity – it has been difficult to progress this, however, locally we do have our Operational Group in which sharing of good practice does take place. | 50% |  | Vicki Low; Sammy Robertson |
| ASP SIP Cat7.4 | Review across all patient facing areas that professional supervision is offered/available | AGENCY: NHS Grampian CARE INSPECTORATE PRIORITY 5, 6, | 30-Sep-2022 | Scoping complete + managers/staff now have ASP as a regular item on 1:1's and supervision discussions. Also a regular item now on team meeting agendas. NHSG Public Protection Supervision arrangements now finalised, consulted on, and approved. The professional supervision document is now live. Assigned to: NHSG ASP | 100% |  | |