**PLACEMENT REVIEWS**

**Practice Guidance**

**London Borough of Camden**

**Adult Social Care**

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| **Version**  | **Author**  | **Date**  | **Comment** |
| 1  | Cath Millen  | 20/09/17 |  |
| 2 | Cath Millen / Shari Kassrai  | 26/07/18  | Edited by Shari Kassrai |
| 3  | Cath Millen  | 7/8/18  | Further changes based on feedback in SMT |
| 4 | Carol Hawthorne/Shallom Sithole  | 26/03/19  | Addition of the finance section |
| 5 | Carol Hawthorne | July 2024 | No changes. For review in July 2025 |

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**1. Introduction**

This guidance sets out good practice for practitioners who carry out reviews with Camden residents with care and support needs who have moved to a care setting either within or out of the borough. This guidance is in line with the Care Act 2014.

**2. Responsibilities**

This guidance applies to all social care practitioners who complete reviews where the person is living in a placement that has been made by Camden adult social care.

**3. Out of borough reviews**

There are times when a local authority considers it appropriate to meet a resident’s care and support needs through accommodation in the area of another authority. Section 39 of the Care Act 2014 states that the local authority which arranges the accommodation, “the “placing authority”, is responsible for meeting the person’s needs. The placing authority is therefore responsible for arranging and reviewing the person’s care and it must carry out a review at least annually.

However, if a safeguarding concern is raised in relation to the person, then it is the responsibility of the authority where the person lives, the “host authority”, to lead the safeguarding enquiry although the placing authority will be involved. See section 4.3.10 on Cross-boundary and inter-authority adult safeguarding enquiries in the London Multi-Agency Adult Safeguarding Policy and Procedures, which can be found in the [Safeguarding Duties and Procedures pages of the Practice Guide](https://ascpractice.camden.gov.uk/what-matters-to-people/safeguarding/safeguarding-duties-and-procedures/).

If living out of borough, the person’s health care needs will be the responsibility of the local CCG if they are registered with a local GP. Local health care professionals should be invited to contribute to the review if the person has health care needs that cannot be met by the placement. See appendix 1.

**4. Key principles for all placement reviews**

1. Every Camden resident who is living in a placement should have the opportunity to have a regular review (at least annually) and use this review to reflect on what is working in their care and support plan, what is not working and what might need changing.
2. The reviewer should ensure that someone is responsible for making regular contact with the person throughout the year, not just at the review stage. This is particularly important if the person is living out of borough and therefore maybe less easy to visit. This person may be a family member, someone close to the person or a professional such as the GP and be a point of contact for Camden ASC.
3. The review should involve the person and anyone close to them to the greatest extent possible, including the planning of the review and attendance at the review.
4. The review process should be accessible, person-centred and focused on the person’s strengths and how they want to live their life.
5. The review should be proportionate to the person’s level of need and the level of risk related to their needs, for example a more in-depth review might be required if someone has high level communication needs or complex health needs.
6. If the person lacks capacity and is un-befriended then the reviewer should appoint an independent advocate to support the person.
7. The review should identify whether the person’s needs and/or circumstances have changed and if so what needs to change in the way their care and support is provided.
8. The review should follow safeguarding principles to ensure that the person is not at risk of abuse or neglect.
9. If any potential risks are identified due to the person’s complex needs, for example high level communication needs, than a risk management plan should be put in place. Where risks related to a person’s health care needs are identified (for example behaviour that challenges or skin integrity) the appropriate health care professionals should be invited to participate in the review (see appendix 2)
10. The review should include a check that the risk assessments / care and support plan is up to date.
11. The review should be an opportunity for all involved to take stock and consider if the person is meeting their desired outcomes and needs.

**5. Different routes to a review**

* The local authority should plan a review at least once a year.
* There may be an unplanned review due to a change in need and/or circumstances.
* The person or someone close to them such as a family member may request a review.

**6. Planning for a review**

* The reviewer should read the most recent CQC inspection report of the placement, paying particular attention if any areas for improvement are highlighted. If there are areas for improvement these should be explored at the placement visit. If the CQC report identifies issues, please request to see the service providers Action Plan in response to what CQC have said. If you have significant concerns following the review, contact the CQC.
* The reviewer should complete the Placement review check list – Appendix 1
* When the person is living in a residential or nursing home the reviewer should send the home a “placement review preparation form” to complete. See appendix 2**.**
* The involvement of the person and those close to them is essential and the reviewer should arrange the date and time of the review with their input if possible.
* If the person lacks capacity under the Mental Capacity Act and is un-befriended, then the reviewer will need to arrange an independent advocate. The reviewer should also check that a Deprivation of Liberty Safeguard (DoLS) is in place if required.
* All professionals involved with the person should be invited to the review and be asked to provide a written report if unable to attend. This is particularly important for people with complex needs.

**7. Key elements of a review**

A review should consider:

* how the person, those close to them, and all involved professionals including the provider feel about the accommodation and care provided
* to what extent the outcomes identified in the care and support plan are being met, for example, is the person involved in social activities?
* whether the person has new outcomes that they want to meet and how these will be met
* whether the person is at risk of abuse or neglect and if so, the appropriate actions required to ensure the person’s safety and well-being. The person’s view and the views of those close to them must be taken into account
* any relevant paperwork, for example, the care and support plan, any multi disciplinary reports, behavioural management plan if relevant, medication charts, health action plan etc
* the views of other professionals about the ongoing suitability and safety of the current placement
* the overall aspect of the placement e.g .does it appear to be appropriately staffed, a safe and comfortable environment etc

**8. Finance**

The reviewer should check:

* whether the person’s finances are being managed appropriately, including whether they have access to sufficient funds for their day-to-day living expenses and whether there are any issues of debt to be resolved
* whether there are any issues or concerns regarding the managing and monitoring of the person’s personal allowance. If the person lacks mental capacity or is not responsible for managing their own personal allowance the reviewer should liaise with whoever is responsible for monitoring and managing this e.g. Lasting Power of Attorney/Deputy or the Council. Consideration to be given to the personal allowance being used creatively to maximise the person’s quality of life.
* with the care home that the person’s financial contribution to care home fees are being paid and to raise any concerns regarding this with the Awards and Contributions team. It is important to ensure that the care home have received accurate information from their finance team regarding the person’s finances.
* how much the home is keeping in the safe with regards to cash and confirm if their Head Office account is holding any funds. If the Council is acting as Appointee or Deputy and they are holding over £250 this should be reported to the Personal Finance Team in Camden.
* whether the invoice for the person’s contribution is being sent by the Awards and Contribution Team or if the care home is collecting this themselves. This can be checked through Mosaic.

**9. Reviews and advocacy**

Under the Care Act 2014 if it is identified that the person has substantial difficulty engaging in any part of the care and support planning process, suitable arrangements must be made to ensure the person has the necessary means to communicate their views, wishes and feelings.

Considerations include whether:

* the person is able to understand the relevant information
* the person is able to retain information
* Is the person able to weigh up information in order to fully participate and express their preferences and make choices relating to their care and support?
* If the person is going to have difficulties in participating in the review process and they do not have a family member or friend to support them then an independent advocate should be arranged.
* Further information can be found in the [Advocacy section of the ASC Practice Guide](https://ascpractice.camden.gov.uk/understanding-what-matters-to-people/advocacy/).

**10. Additional information and review**

Practitioners are encouraged to discuss any issues with their line manager and should refer to the guidance for further information. The guidance will be reviewed annually or earlier in accordance with relevant changes in legislation, regulations or guidance.

The [ASC Practice Guide](https://ascpractice.camden.gov.uk/) has been developed to support Camden adult social care practitioners understand and deliver their duties in line with the legal requirements outlined in the Care Act 2014.

**SEE APPENDICES BELOW**

**Appendix 1**

**Checklist prior to undertaking Placement Reviews**

**CQC Registration**

* Current head line rating
* Any areas for improvement noted or required by CQC

**DoLS**

* Is a DoLS currently in place? Are there any conditions attached to the DoLS? If the person is clearly and consistently asking to leave consider whether an application to the court of protection will be required and discuss with DoLS team manager as required. Are the home adhering to these? If not is a DoLS application required, noting the Cheshire West ruling?

**Safeguarding**

* Check with the person (if possible), anyone close to them, and the provider as to whether there are any safeguarding concerns regarding the person or within the home more generally.

**Commissioning Team**

* Local checks on the placement

**Review information request**

* Review information request to be sent to provider with a clear return date prior to review – **(see Appendix 2)**

**Consider the type of review when making information requests, i.e.**

* Nursing / residential review
* Supported Living
* Shared Lives
* CPA - review
* CoP – financial review
* CTR - review

**Information that is likely to be required as part of a review process**

* Support plan that has been developed by the provider
* Behavioural management plan
* Positive behavioural support plan
* Moving and handling plan
* Communication report
* Multi-disciplinary reports
* Medication charts
* Health action plan
* Hospital passport
* SaLT Eating and Drinking Guidelines
* Risk assessments
* Clinic letters (psychiatry, psychology etc)
* IMCA / Paid RPR Reports

**Person/family/advocate contact**

* Check if there is an advocate / IMCA working with client and if not whether one is required.
* Check if an interpreter is needed and arrange if required
* Check person’s consent regarding attendance at the review.
* As appropriate contact family members or friends, advising that a review will be taking place and the date of the review.

**Evidence engagement person centred practice / strengths based approach** ∙

* Advocacy
* Choice
* Independence
* Progress
* Opportunities
* Complaints
* Outcome focussed

**Contact with the person**

* Spend time with the person getting to know them prior to the review, gaining his/her views - consider their communication needs.
* If supported by an advocate / IMCA ensure they are present.
* Consider the person’s wishes in terms of circle of support / long term planning / and skills. Consider the best environment for the review from the person’s perspective.

**Family/friends contact**

* Prior to the review gather the views of family members and/or friends.

**Appendix 2**

**Placement review preparation form**

To be completed and returned as below by care home 1 weeks before the review

|  |
| --- |
| To: E-mail address |
| From: E-mail address Phone Fax Address Postcode  |

We are preparing to review the placement of the person who is named below. We require some further information about the person’s health condition, mobility, social activity, etc. and details of any significant issues since their last review / admission.

|  |
| --- |
| **Name of service user: DoB:**  |

The review is planned for (INSERT DATE) s we would be most grateful if you could complete this form and return it to the above address by (INSERT DATE) ………………………………………………………………………………………………………

To be completed by care and support provider

**Please attach a copy of the current establishment support plan to this form**.

|  |
| --- |
| **Details of person completing this form (on behalf of the care home):** |
| Name Job title E-mail address: Establishment name and address  Postcode Phone: Fax: |
| **Is there a DOLS in place** - Yes ❏ No ❏  | If yes: Date DoLS expires: …………………  |
| **Have any safeguarding concerns been raised that involve this person since the last review/admission?** Yes ❏ No ❏ If yes please provide details of the concerns and the outcome of the safeguarding process Details of the Local Authority Safeguarding decision maker Name E-mail Telephone **Have any complaints been made by or on behalf of the person since the last review?** Yes ❏ No ❏ If yes, has this complaint been resolved? |

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| If no, what are the next steps to resolve the complaint? |

Summary of Health Needs

|  |
| --- |
| **Has the person visited their GP or any hospitals since their last review/admission? Date Location Reason / outcomes** |
| Seen by GP |  |  |  |
| Hospital appointments |  |  |  |
| Hospital admissions |  |  |  |
| **Has the person seen any health professionals since the last review/admission?** |
|  | Name of health professional | Date seen | Outcome |
| Dentist |  |  |  |
| Optician |  |  |  |
| Chiropodist |  |  |  |
| Audiologist |  |  |  |
| Psychiatric Nurse (CPN) |  |  |  |
| Occupational Therapist |  |  |  |
| Speech Therapist |  |  |  |
| Psychologist/ Counsellor |  |  |  |
| Psychiatrist |  |  |  |
| Nurse |  |  |  |

|  |  |  |
| --- | --- | --- |
| Person’s weight at last review/admission | Date last weighed and weight | Gain or loss in weight and any action to manage associated risks |
|  |  |  |
| **Does the person have skin care needs?** Yes ❏ No ❏ **If yes how is this managed?** ➤ **Please specify any medical needs, and how these are being attended to** |
| **Are there any medication issues?** Yes ❏ No ❏ **If yes what plans are in place to manage this?** |
| **Does the person have any mental health or behavioural needs?** Yes ❏ No ❏ **If yes how are these needs being met?** **Is there a PBS/Behavioural Management Plan in Place**? - Yes ❏ No ❏ **If yes please attach** |

Summary of personal and social care issues

|  |
| --- |
| **How is the person managing and what support do they need with their:** ∙ Personal care – ∙ Daily living activities – ∙ Mobility – **Do they need any equipment to assist with their mobility?** Yes ❏ No ❏ **If yes please specify** **Slings** - if these are used for the person, are they clearly identified by name, clean and appropriate for use? **Has a referral to Occupational Therapy been made?** Yes ❏ No ❏ |

|  |
| --- |
| Does the person use any assistive technology? Yes ❏ No ❏ **What potential is there to further enhance care delivery through the use of assistive technology?** |
| **What are the person’s dietary needs and food preferences?** **Please specify how any needs relating to the person’s ethnicity or culture are being met** |
| **Does the person need any clothes or equipment?** Yes ❏ No ❏ **What is the person’s view?** ➤ **If yes, please specify details** |
| **What level of contact and involvement do the person’s relatives and friends have with the person and the home?** **Does the person want to have more social contacts?** Yes ❏ No ❏ **If yes how will this need be met?** |
| **Is the person attending any outside activity?** Yes ❏ No ❏ **Do they want to be involved in more activities?** Yes ❏ No ❏ **If yes, what plans are in place to facilitate this?** **Is the person’s financial situation satisfactory and are they able to spend their money on things that they choose?** Yes ❏ No ❏ **If no how will this need be managed?** ➤ **Details of the personal allowance account should be available at the review, if held by establishment** |

|  |
| --- |
| **Are the person’s outcomes as identified in their care and support plan being met?** Yes ❏ No ❏ **If no, what plans are in place to rectify this?** |
| **Please summarise any issues which the person wishes to be raised at the review meeting?** |
| **Do you feel able to continue meeting the person’s care needs and identified outcomes?** Yes ❏ No ❏ ➤ **If no, please give reasons** |

**Thank you for completing this form.**

**Please now return the form to person detailed at the top of the form.**

**END OF PLACEMENT REVIEWS GUIDANCE AND APPENDICES**