

Examples of 'You Said, We Did'

Adult Social Services

You said...

We need a simple way of being able to contact different family members at different intervals if our loved ones are being supported by registered providers including being at work, home, away for the weekend or abroad on holiday.

We did...

We have started to introduce a new 'Family Contact Plan' with registered providers, which instructs staff which family member should be contacted on a particular day and time of day (including family holidays).

You said...

We need to be clear what to do if supporting an individual whilst out in the community and if an emergency situation arises and what we should do in terms of accompanying them into ambulances to hospital, whilst also ensuring those who need to know are quickly informed.

We did...

We reminded staff who either work alone or who work with others whilst supporting individuals of our expectations when an emergency arises, and when to use the Family Contact Plan.

You said...

We need a clear process for registered provider staff to follow if and when an individual they are supporting acts inappropriately towards them.

We did...

We will be introducing a clear protocol for registered providers to follow on behalf of their staff to ensure they are protected from such

behaviour and that the necessary course of action is taken with such individuals.

You said...

Under the new Act, we need to be more consistent when reviewing applications from families to waive financial charges as part of financial hardship criteria.

We did...

We have introduced an additional layer of independent oversight at senior management level into our existing Waiver Panel process.

Children's Social Services

You said...

We need to make sure parents fully understand what happens next following a conference or other meeting in situations where they are distressed and may not be fully taking in what is happening.

We did...

We reminded the Chairs of such meetings to record the meeting's outcomes, ensure the record is shared with the parent(s) after the meeting, and to record on PARIS, our business system, that the outcomes were shared and fully understood.

You said...

We should consider holding separate meetings between parents in situations where one parent does not engage effectively and removes themselves from the situation if the other parent is present.

We did...

We advised staff to actively consider inviting non-engaging parents to a separate meeting for input into their children's case. If the parent chooses not to, a record will be added to PARIS as evidence confirming their decision.

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You said...

We need to be mindful of and reduce the frustration some families may experience when making initial contact with us for advice or assistance.

We did...

The new Children's First Contact Team has visited and observed other good practices of customer care including the Adults First Contact Team at Preswylfa and the Early Intervention Hub in Manchester. Closer links have also been forged with the Family Information Services and the Family Intervention Team.

You said...

We need to ensure that where families do not meet the learning disability eligibility criteria, that instead we refer them for Children's Social Services for appropriate advice and support.

We did...

We have reminded staff of the importance of making timely referrals and made further reference in our training about timeliness around the new single assessment process.