Connecting Families Team Detailed Process Map
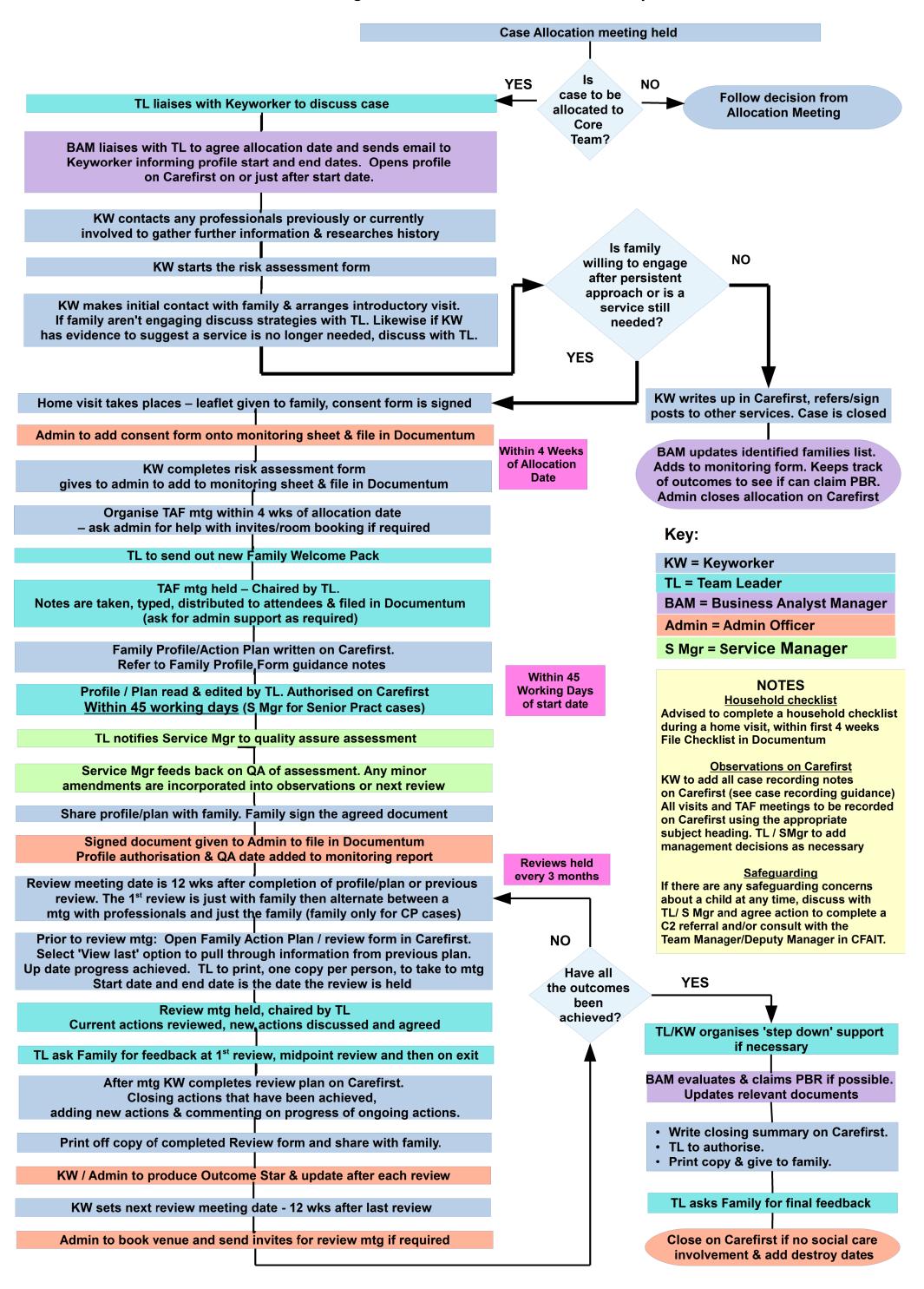
Case Allocation meeting held

Is case to be allocated to Core Team?

YES → **TL liaises with Keyworker to discuss case**

NO → **Follow decision from Allocation Meeting**

BAM liaises with TL to agree allocation date and sends email to Keyworker informing profile start and end dates. Opens profile on Carefirst on or just after start date.

KW contacts any professionals previously or currently involved to gather further information & researches history

KW starts the risk assessment form

KW makes initial contact with family & arranges introductory visit. If family aren't engaging discuss strategies with TL. Likewise if KW has evidence to suggest a service is no longer needed, discuss with TL.

Is family willing to engage after persistent approach or is a service still needed?

NO → **KW writes up in Carefirst, refers/sign posts to other services. Case is closed**

YES → **Home visit takes places – leaflet given to family, consent form is signed**

BAM updates identified families list. Adds to monitoring form. Keeps track of outcomes to see if can claim PBR. Admin closes allocation on Carefirst

Admin to add consent form onto monitoring sheet & file in Documentum

Within 4 Weeks of Allocation Date

KW completes risk assessment form gives to admin to add to monitoring sheet & file in Documentum

Organise TAF mtg within 4 wks of allocation date – ask admin for help with invites/room booking if required

TL to send out new Family Welcome Pack

TAF mtg held – Chaired by TL. Notes are taken, typed, distributed to attendees & filed in Documentum (ask for admin support as required)

Family Profile/Action Plan written on Carefirst. Refer to Family Profile Form guidance notes

Within 45 Working Days of start date

Profile / Plan read & edited by TL. Authorised on Carefirst Within 45 working days (S Mgr for Senior Pract cases)

TL notifies Service Mgr to quality assure assessment

Service Mgr feeds back on QA of assessment. Any minor amendments are incorporated into observations or next review

Share profile/plan with family. Family sign the agreed document

Signed document given to Admin to file in Documentum Profile authorisation & QA date added to monitoring report

Reviews held every 3 months

Review meeting date is 12 wks after completion of profile/plan or previous review. The 1st review is just with family then alternate between a mtg with professionals and just the family (family only for CP cases)

Prior to review mtg: Open Family Action Plan / review form in Carefirst. Select 'View last' option to pull through information from previous plan. Up date progress achieved. TL to print, one copy per person, to take to mtg Start date and end date is the date the review is held

Review mtg held, chaired by TL Current actions reviewed, new actions discussed and agreed

TL ask Family for feedback at 1st review, midpoint review and then on exit

After mtg KW completes review plan on Carefirst. Closing actions that have been achieved, adding new actions & commenting on progress of ongoing actions.

Print off copy of completed Review form and share with family.

KW / Admin to produce Outcome Star & update after each review

KW sets next review meeting date - 12 wks after last review

Admin to book venue and send invites for review mtg if required

Have all the outcomes been achieved?

NO (loops back to review meeting)

YES → **TL/KW organises 'step down' support if necessary**

BAM evaluates & claims PBR if possible. Updates relevant documents

- **Write closing summary on Carefirst.**
- **TL to authorise.**
- **Print copy & give to family.**

TL asks Family for final feedback

Close on Carefirst if no social care involvement & add destroy dates

Key:

KW = Keyworker

TL = Team Leader

BAM = Business Analyst Manager

Admin = Admin Officer

S Mgr = Service Manager

NOTES

Household checklist
Advised to complete a household checklist during a home visit, within first 4 weeks
File Checklist in Documentum

Observations on Carefirst
KW to add all case recording notes on Carefirst (see case recording guidance)
All visits and TAF meetings to be recorded on Carefirst using the appropriate subject heading. TL / SMgr to add management decisions as necessary

Safeguarding
If there are any safeguarding concerns about a child at any time, discuss with TL/ S Mgr and agree action to complete a C2 referral and/or consult with the Team Manager/Deputy Manager in CFAIT.