

Locality Screening and Waiting List Management Process

Screening

Referrals are received in the locality screening workflow box on AIS. The Senior screening will determine the level of presenting risk and the presenting issue.

Presenting Risk

- Urgent
 - Risk presenting at referral is **urgent and critical** - response is required immediately, this should not be placed on a waiting list and will be allocated directly to a worker.
 - Standard for response from screening decision to initial contact is **24 hours**
- A Priority
 - Risk presenting at referral is **critical** - response is required promptly
 - Referral will be placed on Team waiting list for a profession who will progress SW/OT/CCA/PT/AP
 - Standard for response from screening decision to initial contact is **14 days**
- B Priority
 - Risk presenting at referral is **substantial** and response is required imminently
 - Referral will be placed on Team waiting list for a profession who will progress SW/OT/CCA/PT/AP
 - Standard for response from screening decision to initial contact is **28 days**

Urgent & Critical	Indicates that there are serious risks to an individual's capacity for independent living or health and wellbeing, likely to call for the immediate (required now or within 24 hours) assessment of the situation and the consideration of the potential provision of social care services. For example, adult support and protection concerns, breakdown of existing care arrangements and prevention of admission to hospital.
Critical	Indicates that there are major risks to an individual's capacity for independent living or health and wellbeing, likely to call for a prompt (required now or within approximately one-two weeks) assessment of the situation and the consideration of the potential provision of social care services. For example, Home Based Care request and falls assessment.
Substantial	Indicates that there are significant risks to an individual's capacity for independence or health and wellbeing, likely to call for the imminent (required within four weeks) assessment of the situation and the consideration of the potential provision of social care services. For example, day service request and respite request.



Locality Practice
Standards V6 with scr

The Locality Practice Standards will be followed.

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Presenting Issue(s)

The presenting issue will be categorised by the Senior from a set of involvement types. It is important to note that this categorisation is for screening, allocation and waiting list management purposes only.

Screening Outcome

Seniors will record a screening outcome on AIS:

- Presenting risk - URGENT (allocated directly to a worker, other than in extremis for Social Work, when it can be placed on a waiting list, but this must be escalated), A or B for SW, OT, CCA.
- Waiting list involvement types

HSCP ACM Adult Assessment - CCA Priority A
HSCP ACM Adult Assessment - CCA Priority B
HSCP ACM Adult Assessment - OT Priority A
HSCP ACM Adult Assessment - OT Priority B
HSCP ACM Adult Assessment - SW Priority A
HSCP ACM Adult Assessment - SW Priority B
HSCP ACM Transfer of Worker
HSCP ACM Unplanned Review of Support Plan - CCA Priority A
HSCP ACM Unplanned Review of Support Plan - CCA Priority B
HSCP ACM Unplanned Review of Support Plan - OT Priority A
HSCP ACM Unplanned Review of Support Plan - OT Priority B
HSCP ACM Unplanned Review of Support Plan - SW Priority A
HSCP ACM Unplanned Review of Support Plan - SW Priority B
HSCP ACM Unplanned Review of Care Home
HSCP ACM SDSAS Unplanned Review of Support Plan
HSCP ACM SCDRT Contact Response

Definitions:

- **Adult Assessment** – the person does not have an open service/is not known to us and so requires an assessment which involves working with the person to understand their situation and achieve agreed outcomes.
- **Unplanned Review of Support Plan** – the person has an open service/is known to us, but due to new or different factors has a new presenting need so requires a reassessment which involves working with the person to understand their changed situation and achieve agreed outcomes.
- **Review of Care Home.**
- **Transfer of Worker** – case needs to transfer to another worker, no one immediately available to be allocated.

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Welfare Guardianships and Corporate Appointeeships

Welfare Guardianships and Corporate Appointeeships have monthly Business Objects Reports provided by Business Support and these will be monitored and managed by the Seniors; and allocated appropriately, according to the Locality Practice Standards.

Screening Decision

Risk Assessing – screening seniors are risk assessing the information presented in a referral/gathered on duty. This is to ascertain whether risks are present, the level of risk and what action is required. If risks are present, clear decision making and rationale requires detailed in the screening decision. If placing on a Waiting List detail of how risks are being managed in the meantime is also required.

The screening decision **must** be recorded using the following:

- Case Note Type - CC Screening Decision and Headline - Screening Decision – to be used when adding to waiting list and all other screening decisions excluding URGENT allocations and any duty work allocated on duty.
- Case Note Type - CC Screening Decision Priority U Allocation and Headline - Screening Decision URGENT Allocation – for all URGENT allocations that are allocated to key worker/lead assessor from screening.
- Case Note Type - CC Screening Decision Allocation and Headline - Screening Decision Allocation – for **all** allocations, including those allocated from the waiting lists, as well as directly from screening and/or duty.

Risk Assessment and RAG status:

When adding someone to the Waiting List this will be in accordance with risk. Each screening decision needs to have a RAG status, following the below definitions:

Red: Risk presenting at referral is **urgent and critical and requires allocation within 24hours** (will only be placed on Waiting List if unable to allocate on the day)

Amber: Referral indicates that there are significant risks to an individual's capacity for independent living or health and wellbeing,

Green: Referral indicates that there are limited risks to an individual's capacity for independence or health and wellbeing.

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Example of screening decision

Please add to Hscp Acn Unplanned Review – Priority A SW WL South West Canal Cluster from xxxxx.

Mrs S is experiencing significant carers stress as a result of caring for her husband. She is experiencing lack of sleep that is resulting in exhaustion at times. Assessment is required to ascertain what a break from caring can look like

RAG status on screening decision

Each screening decision needs to include a RAG status. This must be recorded as the **last word** (no full stop after it) on the case note to allow the report to show this effectively.

e.g.,

Please add to Hscp Acn Unplanned Review – Priority A SW WL South West Canal Cluster from xxxxx.

Reason for being placed on Waiting List

Initials of Screening Senior

Rag status = Green/Amber/Red

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Waiting List Management and Management Oversight of Statutory Work Process

1. Weekly waiting list management meetings take place in each locality to:
 - Review Waiting List Report (exported into the waiting list spreadsheet) using the RAG status to highlight, assess and manage risk, identifying where further actions need to be taken. See attached flow chart.
 - Reviewed by Service Manager, Team Leads and Seniors in locality.
 - Review and ensure new additions are on the correct waiting list (data quality).
 - Review longest waits and determine whether further contact or interim action is required.
 - Highlight people on waiting list where risks have increased by noting for allocation within own team process.
 - Amended the RAG status when risks have increased by using CC Screening Decision – RAG Status Change.
2. Business Support assist in running the Business Objects report prior to meetings taking place and will ensure any manual notes such as RAG statuses that were on the previous report are carried over to the current report for those people who remain on a waiting list.
3. When contact needs to be made with the person on the waiting list to assess and manage risk, a case note must be recorded by the Senior using the “Manager Case Record Review” case note type. Date of contact should be noted on the waiting list spreadsheet and other relevant details.
4. If further information has been received either from contacting the person or a further referral/Contact, then a review of priority will be undertaken by the Senior on Screening and recorded in the Screening Decision Case Note.
5. Managers will review the Community Waits Performance Report on a weekly basis to identify anomalies and alert Seniors responsible to investigate
6. When someone is removed from the waiting list a case note will be recorded by a Senior, to detail the reason they were removed from the waiting list.

Escalation Process (not including DTI escalation)

RAG status **Red**

- RED status means there has been a decision that risks are critical and requires allocation in 24hours.
- If Seniors are unable to allocate, escalate to Team Leads and plan to be discussed for allocation and risk management.
- If no solution is found, Team Leads to escalate with Service Manager where resource within other teams will be sought.
- Service Manager will escalate to ACM Head of Service if no solution found.
- ASP DTI allocation has a separate Escalation process.