

# SOCIAL WORK RESTRUCTURE

---

FEEDBACK - ADULT SERVICE PROVISION  
(**SUMMARISED** )



# WHAT WORKS WELL -& OTHER FEEDBACK

---

- Good communication/supportive/appreciative /understanding between SP & SW-understanding of each others pressures/limited resource /excellent working relationships /respect
- Mental Health services –geographical areas / CMHT both H&SC Colleagues in same hub
- Long term allocated social workers
- Referral process to Service provision inbox - less demand on services and SW as filtered to specific service .
- Process of sending/receiving information to/from SW via email and use of teams as a platform
- Safeguarding central team –support for service provision prior to raising AAR
- CAP –central point of contact to signpost people

# KEY ISSUES & CURRENT CHALLENGES –GENERAL

---

- Timescale for allocation / reallocation of social workers /services not informed if -SW allocated / Continuity /follow up from SW when individual placed as emergency
- Transfers from CIAT to LT –delays/services not informed /SP follow up
- Delayed discharges if no SW allocated or if SW off listed –services must go back through CAP
- Accessing CAP –line capacity/SP & Public
- Response from Social Worker –no out of office/phone number on email or not advised who to contact in their absence
- Missed reviews/ some services not invited to reviews
- Referral documentation often have insufficient information or are an inaccurate reflection of individual
- Hierarchy of SW teams not always provided to services

# SERVICE SPECIFIC CHALLENGES –SUMMARISED

---

- OP services –services are challenged if decision to decline admission, acknowledgement that Services manage group settings /SW welcome to visit services to have environmental understanding –as pre covid
- MH services / CMHT -disjointed /placement meetings held -move on strategy not productive/ EDT appropriate action not always taken /phone line capacity CMHT / reallocation of SW –delays
- OP res care services – SW not informing service provision when placement has been agreed in another home when a move onto long term care is agreed .
- OPDS – SW do not routinely attend reviews
- OP res care - SW advising families that they can access services –families contacting services saying placement agreed /families arriving at the service
- OP res care - SW not following up with families when changes made to Allocation of SW or changes in POC
- OP res care - Booking of respite/ change of SW for each request –families find this frustrating
- LD-Transition from college/schools to day services
- LD services /not invited to reviews



# PROPOSED CHANGES WITHIN SERVICE PROVISION & IMPACT ON SW TEAMS

---

- Service provision undergoing review to identify criteria for internal res care provision –OP services ,statement of purposes will advise, and comms to be shared with SW teams
- Feedback being collated from SW teams meetings under the review to inform any changes that are made within service provision going forward
- Staffing structures within res care homes being reviewed and revised
- Bed capacity being revised
- WCCIS – services to be fully up and running and have access
- Services to undertake own assessments when referrals made as pre covid where appropriate
- Restructure of OPDS –may need SW involvement

THANKS FOR YOUR TIME

---

- Any Questions please ?