

# Audit Committee: Mental Health Social Care Audit Report

## 13 July 2017

### Introduction

The South West Audit Partnership (SWAP) conducted an audit on the outcome focused care plans produced by the Mental Health Social Care Service as part of the 2017-18 audit plan. The outcome of the audit was partial assurance. This report therefore seeks to provide assurance by providing a summary of the actions taken by the service.

### Background

Mental health social care was managed by Somerset Partnership NHS Foundation Trust until October 2016. A decision was made by Cabinet in early 2016, for mental health social care services to return to the direct line management of Somerset County Council. The Mental Health Social Care Service was launched at the beginning of October 2016.

Staff members were co-located with Somerset Partnership staff in health accommodation and used RIO, the Somerset Partnership electronic patient record system as their record keeping system. As the RIO system is a health system, there are system limitations for social care. It is not possible for example, to record funded care and support on RIO, nor extract performance data in relation to funded care. In addition, each person has one electronic care plan that is used by all Somerset Partnership professionals involved in a person's care. A care plan could therefore for instance, include mental health entries, podiatry, district nursing and physiotherapy entries. Workarounds needed to be used by Mental Health Social Care using both RIO and the Somerset County Council AIS system.

At the time the audit was carried out, work was taking place within Mental Health Social Care to identify an improved approach to record keeping and care planning.

### Actions

Description of the Action Review	SWAP0044/001	2.1a Develop Care Planning practice guidance to support the Operational Procedure
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Mental Health Social Care stopped using RIO to record care plans at the beginning of April 2018. All mental health care and support plans are now recorded using Somerset County Council templates and are recorded on AIS. The care and support plan is uploaded to RIO so it is accessible for health staff who may be joint working with Mental Health Social Care.

Mental Health Social Care therefore adopted the same guidance for care planning as other adult social care services in Somerset County Council on 1 April 2018. This was sent out electronically to all members of staff in March. The Operational Procedure has been updated and references the documentation that should be used for care and support planning.

Description of the Action Review	SWAP0044/002	2.2b Agree a timescale for the completion of Care Plans and where this is exceeded a justification is recorded.
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Guidance has been issued to all Mental Health Social Care that care and support plans must be completed and shared with the person and significant others within 14 days of an assessment. When

this is not possible, for example because the person is acutely unwell and not able to contribute to the care planning process, a clear rationale must be documented in RIO progress notes. This guidance has been added into the Operational Procedure, which was most recently circulated to all staff on 2 July 2018.

Description of the Action Review	SWAP0044/003	2.3a Decide how SC reviews will be recorded on systems so they can be monitored separately from the reviews undertaken by SPT
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It is not possible to record social care reviews on RIO separately to health reviews, nor is it possible to monitor social care review dates via the system as if a health review is then subsequently added, the date entered by social care is automatically changed. As a result, plus also the need to be able to extract improved performance data for Mental Health Social Care, the service started using Somerset County Council documentation for reviews and AIS from the beginning of April 2018.

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