

Learning together from Multi-Agency Audits-Key findings

Representatives from a number of agencies (including WAHT, Police, NSCP, AWP, BNSSG CCG, Adult Social Care) took part in the audit

Think Family Multi-Agency Guidance in North Somerset (2017-2019)

- There should be no 'wrong door' to services
- Practitioners should actively think of the needs of the family as well as, and in relation to, the needs of the service user.
- The focus should be on families' strengths and should aim to develop the family's capacity to look after their own needs
- Support given to families should be relative to their need; the greater the need, the greater the support.

Purpose: - To examine the extent to which agencies in North Somerset have adopted a Think Family approach.

Background

Background: The audit looked at a sample of four cases.

Focus:

- Assessment undertaken to establish how the needs of other family members affect the adult?
- Support considered for the individual and for the family?
- Multi-agency working to identify, refer and plan how the needs of wider family members can met alongside the adult.
- Risk assessment
- Good Practice
- Questions for discussion

Areas of good practice

Good evidence of referrals
Good communication between agencies, Building good rapport with victims,
Nurses citing “Think family” training as helping them in certain cases.
Evidence of collaborative working.
Evidence of good knowledge of what is on offer in the area.
All members of the household under one GP – Continuity of care with GP and buddy GP

Questions/issues for practice:

How to share information across children and adults.
Better recording of concerns and knowing how to pass those on.
Who Co –ordinates cases where multiple professionals are involved?
Need for systems to highlight most up to date people in the household.
Reliance on other agencies to refer to safeguarding
Consideration of care and support needs where there are addition issues
Emphasis on a “Think Family” culture across