

**Children Looked After Team**

Westmead Clinic

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**Summary**

The CLA service went live on 1<sup>st</sup> June 2015. CNWL had a launch event at Harrow Civic Centre for all stakeholders in June which was really well received. The team is working in partnership with the Local Authority and has set up robust processes to ensure that all key performance indicators are met.

The team has made links with Harrow School Nursing and Health Visiting services and have agreed pathways for referrals and communication. The team is now reviewing existing processes to ensure that they are as streamlined as possible. The team spend 1 day per week in the Local Authority based within social care. There are plans in place to enable the team to have access to London Borough Harrow (LBHarrow) IT system Frameworki.

**Targets**

The team are meeting targets set within the agreed service specification during set up of the service.

| Month     | Target For IHA's 80% | Target for RHA's 75% |
|-----------|----------------------|----------------------|
| June      | 88.8%                | 100%                 |
| July      | 80%                  | 100%                 |
| August    | 100%                 | 100%                 |
| September | 100%                 | 100%                 |

All of our health assessments have been quality assured by both the Designated Nurse and Designated Doctor for Harrow. In addition the Hillingdon Designated Doctor and Nurse have quality assured our health assessments and the Designated Nurse for Safeguarding (CCG) has quality assured our health assessments. All of our teams' health assessments have been graded as good or excellent.

**Local Authority**

Since the new CLA service has been in place, LBHarrow have been sending requests for IHA's in a timely manner within 5 days of child becoming looked after ( with the exception of 4). RHA's are now being sent with 3 months' notice, and we have planned RHA's until December 2015.

All social work teams have a contact list of the CLA team and this has been given to all Harrow GP's. This has assisted in improved communication and information sharing. (e.g. immunisation data from GP's)

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## **Staffing**

Both the Harrow and Hillingdon CLA services are co-located together at Westmead Clinic in South Ruislip This has stopped the previous fragmentation of the Harrow team where members of the team were located on different sites. This is having a positive effect on meeting the outcomes for our CLA.

We are currently recruiting a band 3 administrator and our Designated Doctor will be retiring in December 2015 and we are in the process of advertising.

## **Work Undertaken**

Meetings and links made with key providers e.g. health visitors, school nurses, yot, camhs, sexual health, youth stop, ask, compass, children and young people's advocacy service, choices 4 all.

Links made with children's participation worker to meet with children looked after council.

Links made with foster carer training and development officer to plan for future training.

Foster carer health update training provided in September 2015 – 12 foster carers

Copy of health recommendations sent to child/young person/carer, social worker, GP, health visitor/school nurse both in and out of borough.

Liaised with out of borough health professionals regarding quality of health assessments.

Liaison with out of borough health professionals regarding monitoring of Harrow CLA.

Liaison with prison staff.

Links made with semi-independent units.

Delivered social worker induction training.

Designated Nurse and Specialist CLA Nurse attended Harrow LSCB training.

Fostering and adoption panel. MASE meetings.

Strategy meetings – CLA team have requested strategy meetings and attended strategy meetings for both in borough and out of borough children/young people.

IRO meeting. 'By the way I am getting positive feedback from the IROs about the 1<sup>st</sup> Health Assessments being booked much more quickly than before.' (Barbara Houston QA Manager)

## **CCG**

Communication pathways have been agreed between CNWL provider services and North West London (school nursing/health visiting services).

Regular monitoring meetings and monthly reports given.

Designated Nurse and Specialist CLA Nurse attended the school nurse and health visiting forum.

### **Case Study**

Telephone call from concerned social worker. Young person had seen their GP and attended the urgent care centre at Northwick Park Hospital however due to increased symptoms advised social worker to take young person to A&E at Northwick Park Hospital. Young person diagnosed with TB. Liaison with social worker and team manager to obtain up to date residents list where young person placed and provided this to the TB specialist nurse, who liaised with Public Health England resulting in screening programme (due to commence in September). Home visit to young person once discharged from hospital and liaison with TB specialist nurses. Plan to introduce TB screening for all UASC in Harrow. Email of thanks received from social worker.

### **Non-Attenders**

5 non-attenders from the previous health provider have been resubmitted to our team and all 5 have been seen. This is due to the experience of the CLA nurse engaging with young people who do not attend by offering flexible times, venues and respecting the young people's wishes. Email of thanks received from CLA team manager 'I am remarkably impressed with the effort and success they have achieved with engaging and completing RHA for two of our most difficult to engage young people.' (Pam Johnson) – See Appendix 1

### **Child Centred Health Assessments**

A sibling group of 3 came into care. They had all had child protection medicals undertaken as well as medicals when registered with their GP. The children had missed a lot of schooling and so the decision was made for the Designated Doctor and Specialist CLA Nurse to do a joint visit to the foster carers home after school. This enabled a child-centred approach, prevented further medical examinations in clinics being undertaken, the children were not taken out of school, the nurse was able to give health promotion advice, in addition the Doctor examined the 18 year old as she was seen as a vulnerable young person placed with the same carers and had not had the benefit of a child protection medical.

### **Future Plans**

We are working with LBHarrow regarding changes to consent forms and request forms to make the process of requesting all health assessments as streamlined as possible.

We are reviewing the SDQ (strengths and difficulties questionnaire) process.

We have made links with the children's participation officer to arrange a date to meet the CLA council.

We are currently gathering health information about our Harrow CLA population. (See appendix 2)

## Appendix 1

### **Comments from Team Managers**

'I am very impressed and pleased with the service they are offering to our CLA children and am remarkably impressed with the effort and success they have achieved with engaging and completing RHA for two of our most difficult to engage young people YM and DM, who both have refused to attend RHA. YM especially has been refusing to attend since Feb 2013 and DM since Dec 2014. The CLA nurses have met with both young boys and completed these very outstanding RHA. Well done and thank you.'

In addition to this I would like to comment on the outstanding service the new CLA health providers have been offering CLA children. I am very happy and actually impressed with their service delivery. They have been excellent and this has shown in the outcomes for our CLA. Communication is perfect and we have regular meetings to discuss any concerns or outstanding issues to the point that we are now working on a three month in advance referral process. (Pam Johnson, Team Manager CLA)

I would like to confirm that there is a massive improvement of conducting initial health assessment and review of the health assessment for looked after children in UASC & Leaving Care Service. There is a follow up with social workers completing the form within 5 working days this is working very well. (Negus Gebeyehu, Team Manager UASC and Leaving Care)

### **Comments from CLA and Care Leavers**

'It went really well because I got a lot of information and she gave me some good items' (15)

'I am very happy with your services and you covered everything in detail' (Carer)

'Interesting update on myself. Learnt a lot about myself' (16)

'The appointment went very well, I felt comfortable and I felt all topics that needed to be discussed were covered and I learnt new helpful information and received advice' (17)

'It was good' (11)

'Thorough check, language was appropriate to B's age, was sensitive to his feelings and wishes' (Carer)

'I just want to say a big thank you to you and your colleague for conducting such a lovely and relaxed assessment yesterday for my young person. I found your approach to be informative, constructive and beneficial. You were able to capture the engagement of my young person who appeared comfortable speaking with you and who has agreed to visit you again. I have attended many LAC medicals before and this one by far has been the most impressive. I feel time was taken to understand my young person and address each area thoroughly' (Key Worker)

'Good and detailed, explained advice on what to do for hygiene and intimate relations'

'It was good but also it was long kind of. It was really helpful and interesting'

'I was personally thinking going to Alexandra Clinic is wasting time but when I came out of there with plenty of information that can help me. This time coming to Alexandra clinic was absolutely helpful than the last time I came here. Very good and polite way of asking questions' (UASC 17)

## Appendix 2

| June 2015                 | IHA (9) |       | RHA (14)     |       |
|---------------------------|---------|-------|--------------|-------|
| Registered with a GP      | 9       | 100%  | 14           | 100%  |
| Registered with a dentist | 8       | 88.9% | 11 out of 11 | 100%  |
| Up to date dental check   | 8       | 88.9% | 11 out of 11 | 100%  |
| Registered with optician  | 8       | 88.9% | 10 out of 11 | 90.9% |
| Up to date eye test       | 8       | 88.9% | 10 out of 11 | 90.9% |
| Up to date immunisations  | 7       | 77.7% | 10 out of 14 | 71.4% |

| July 2015                 | IHA (7)    |       | RHA (12)     |       |
|---------------------------|------------|-------|--------------|-------|
| Registered with a GP      | 7          | 100%  | 12           | 100%  |
| Registered with a dentist | 5 out of 6 | 83.3% | 11 out of 11 | 100%  |
| Up to date dental check   | 5 out of 6 | 83.3% | 11 out of 11 | 100%  |
| Registered with optician  | 4 out of 6 | 66.6% | 11 out of 11 | 100%  |
| Up to date eye test       | 4 out of 6 | 66.6% | 11 out of 11 | 100%  |
| Up to date immunisations  | 4 out of 7 | 57.1% | 4 out of 11  | 36.3% |

| August 2015               | IHA (3) |       | RHA (17)     |       |
|---------------------------|---------|-------|--------------|-------|
| Registered with a GP      | 3       | 100%  | 17           | 100%  |
| Registered with a dentist | 3       | 100%  | 15 out of 15 | 100%  |
| Up to date dental check   | 2       | 66.6% | 15 out of 15 | 100%  |
| Registered with optician  | 3       | 100%  | 15 out of 15 | 100%  |
| Up to date eye test       | 3       | 100%  | 15 out of 15 | 100%  |
| Up to date immunisations  | 2       | 100%  | 8 out of 15  | 53.3% |

Where it is written 'out of' this is because some children are too young to register with a dentist/optician.

Up to date immunisations – consider unaccompanied asylum seeking children, out of borough children, parental refusal.

All children referred to GP to complete outstanding immunisations.