

Harrow Children Looked After Health Service Corporate Parenting Panel 05.10.21

Christine Nichols – Named Nurse for Children Looked
After Harrow

Key Performance Indicators for Harrow CLA

- Harrow CCG and Harrow Council set the following KPIs

Initial Health Assessments: –

- To complete 100% of CLA Initial Health Assessments (IHAs) within 20 operational days/ 28 calendar days.

Review Health Assessments:-

- To complete 100% of CLA Review Health Assessments (RHAs) completed on time.

Exception Reporting

- Young people who refuse
- DNAs or missing children
- Out of area
- Notifications from Harrow Council later than 3 months before the review date
- Late requests

These KPIs are taken from Statutory Guidance requirements.

Other Service Specification Requirements

The CLA team also assist the London Borough of Harrow to:

- Record and report dates of dental checks following health assessment
- To update immunisation status of each CLA following health assessment where possible
- GP Registration
- Record and report dates of Optician Checks

KPI's for Harrow CLA April – June 2021

| Month | Target for IHA 100% CNWL * | Target for RHA 100% CNWL * | Number seen in timescales |
|-------|----------------------------------|----------------------------------|------------------------------|
| April | 100% | 100% | 100 % IHA 94% RHA |
| May | 100% | 100% | 75 % IHA 89 % RHA |
| June | 100% | 100% | 33 % IHA 89 % RHA |

* excludes requests and consent not made available within 3 days for IHA's and within 3 months for RHA's, CLA who do not attend or refuse appointments given, CLA placed out of Harrow who depend upon another provider to offer an appointment.

Covid and The Voice of The Child

- **All Health Assessments are completed Face to Face, virtually or by telephone.**
- **A virtual health assessment offer started during the Pandemic.**
- **All children have been asked how they managed during the Pandemic and their views considered.**

Training Attended by CLA Team

- **Specialist Nurse attended training with Kooth.**
- **Specialist Nurse attended CNWL CLA Virtual away day.**
- **Specialist Nurse attended the RCN CLA conference.**
- **Specialist Nurse attended Training with HeadsUp.**
- **Specialist Nurse attended training with Virtual Schools on the.**
- **Attended Safeguarding Supervision.**

Meetings Attended

- **Monthly MASE meetings.**
- **Strategy Meetings.**
- **Child Protection Supervision.**
- **Monitoring Meetings.**
- **Team Meetings.**
- **Quarterly meetings with mental health services.**

New Processes

- **Initial health assessments for infants under 1 month old are being carried out virtually and will include data from other health record sources. A further face to face health review is to be offered at 3 months of age rather than at 6 months of age.**

Case Study

- **The Specialist Nurse contacted Moorfield's Eye Hospital regarding a 26 week old baby. Professionals and carer had raised a concern regarding vision problems. The baby was unable to be matched with prospective adoptive parents due to unknown health needs.**

Case Study Cont'd

- **Specialist Nurse for CLA made multiple telephone calls to Moorfield's to obtain an appointment to prevent further delay. It was reported that the rising number of referrals to Moorfields had led to longer waiting times of at least 12 weeks, before a referral was likely to be triaged. It was unclear when this baby was likely to be seen. The Specialist Nurse and Medical Advisor were able to provide clarification around why this referral should be expedited. This led to the baby being sent an appointment from Moorfield's outreach at Northwick Park for early October 2021. The liaison and collaborative working between the CLA team and Moorfields Eye Hospital has enabled the possibility of identifying the health needs of this young baby early. Early identification is imperative in order to achieve positive outcomes for CLA children.**