

# Harrow Children Looked After Health Service Corporate Parenting Panel October 2022

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for Children Looked After Harrow**

# KPI's for Harrow CLA June – August 2022

Month	Target for IHA 100% CNWL within 20 days of child becoming CLA	Target for RHA 100% CNWL within 6/12 months
June	100%	100%
July	100%	100%
August	100%	100%

Exception reporting 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 or are missing
- CLA placed out of Harrow who depend upon another provider to offer an appointment.

# 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

# Initial Health Assessments Completed

Month 2022	Total Due	IHA completed within 20 days (number)	%	IHA completed outside of timescale	%	IHA not yet completed	%
<b>June</b>	6	2	33.3%	4	66.6%	0	0%
<b>July</b>	12	3	25%	9	75%	0	0%
<b>August</b>	4	2	50%	1	25%	1	25%

## Reasons for Late Completion of IHAs

Summary of reasons for late IHA's	No of requests received	Late requests for IHA to CLA team	Carer Declined / Cancelled Appointment	DNA / WNB	Referral / Consent issues	Refusal by Young person	OoB placement	Placem ent move	Young Person in Hospital
June	6	6	1	1	3				1
July	12	10	3	3	2	0			
August	4	2			1		1	2	2

# Themes for Late Completion of IHAs

- **The most significant reason is late requests**  
18/22 (82%) of requests for IHA were received outside timescales. 4 of the 18 late requests were seen in timescales.  
No of requests received within  
Day 3-5 - 1  
Day 6-10 - 7  
Day 11-20 - 8  
Day 21-40 - 2
- **Other reasons are unpredictable eg DNAs etc**

# Time from when a CYP is identified as CLA to Completion of IHA

- **Total Number – 22**
- **Number seen:**
  - within 20 days – 7**
  - between day 21- 30 – 6**
  - between day 31- 40 – 4**
  - day 41+ (includes not yet seen) - 5**

# Review Health Assessments Completed

Month 2022	Total Due	RHA completed within timescale (number)	%	RHA completed outside of timescale	%	RHA not yet completed	%
<b>June</b>	13	7	53.8%	6	46.2%	0	0%
<b>July</b>	11	10	90.9%	1	9.1%	0	0%
<b>August</b>	14	10	71.43%	1	7.14%	3	21.4%



## Reasons for completing RHA late

Summary of reasons for late RHA's	No of requests received	Late requests for RHA	Carer Declined / Cancelled Appointment	DNA / WNB	Referral / Consent issues	Refusal by Young person	OoB placement	Placement move	Young Person in Hospital
June	13	7	2				1		
July	11	11					2		
August	14	3		1			4		

# Themes for Late Completion of RHAs

- **The most significant reason is late requests**  
21/38 (55%) requests for RHA were received outside timescales. 16 out of the 21 late requests were completed in timescales.  
Late requests received within:  
Weeks 12-10 - 9  
Weeks 6-9 - 8  
1 Week or less - 4
- **Other reasons are unpredictable eg OOB placements etc**

# Timescales to Completion of RHA

- **Total Number – 38**
- **Number seen:**
  - within stat timescales – 27**
  - late - between day 1-10 – 5**
  - late - between day 11-20 – 0**
  - late – between day 21-30 – 1**
  - late – 31+ days plus (includes not yet seen) - 5**

# Work Undertaken to Improve Late IHAs/RHAs

- **Fortnightly meetings with LA colleagues to improve late requests.**
- **Liaison with Senior Managers / Team Managers.**
- **Attended Harrow LA training on Mosaic for joint understanding on IT processes.**
- **Offer of additional flexible appointments eg Saturday clinics.**
- **Reminder telephone calls to carers / young people regarding appointment times.**

# Training Attended by CLA Team

- **CLA Specialist Nurse attended NWG Network Health Practitioners Forum**
- **CLA Specialist Nurse attended Trauma Informed Practice**
- **CLA Specialist Nurse attended Suicide Awareness Training**
- **CLA Named Nurse attended Restorative and Justice Culture Training.**

# New Processes

- **Saturday clinics**
  - These additional appointments are being offered to provide additional flexibility to young people as a way of improving access for RHAs.
- **Follow up calls**
  - A nurse follow up call for any CLA who DNAs their first IHA appointment is in place in order to minimize a second DNA.
- **Reminder**
  - Copy of the IHA appointment letter emailed to SW directly.

# Case Study

- YP is 16, diagnosed neurodevelopmental disorder and mental health issues who had experienced trauma from adverse childhood experiences.
- In care for several years at a number of placements.
- YP experienced challenges in school / mental health issues
- YP was not engaging well with services.
- CLA Nurse able to obtain the YP's agreement to complete the RHA.
- Following RHA:
  - CLA Nurse identified that YP had outstanding health appointments.
  - YP agreed to have outstanding health appointments
  - Carer booked GP appointment and other health appointments.
  - YP happy that someone was listening to him and even Carers have confirmed that he is complying more since contact with CLA Nurse.
  - The CLA nurse attended the LAC Review to promote the voice of the YP.

# Voice of the Child

- *Carer – The nurse was caring and professional.*
- *Young Person – was very helpful as it answered most of the things I was thinking and how I can help with my sleep routine.*
- *Young Person – I was listened to, very calm, very helpful, kind and patient,*
- *Carer – happy with the service*
- *Young Person – It went well, I enjoyed it, you are lovely.*
- *Young Person – I think it's really helpful for me to check and know if anything is happening with my health.*
- *Carer – it was a very nice meeting, with respect and information.*
- *Young Person – I don't mind coming in in person as I want to find out my height and weight.*
- *Young Person – It went well and I was able to speak more openly than usual.*