

Harrow Children Looked After Health Service Corporate Parenting Panel March 2023

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for Children Looked After Harrow**

KPI's for Harrow CLA January – February 2023

Month	Target for IHA 100% CNWL within 20 days of child becoming CLA	Target for RHA 100% CNWL within 6/12 months
January	100%	100%
February	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 (percentage / number)	IHA completed outside of timescale (percentage / number)	IHA not yet completed (percentage / number)
January	4	25% (1)	50% (2)	25% (1)
February	4	25% (1)	50% (2)	25% (1)

Time scales from CYP identified as CLA to completion of IHA

Total Number of CYP = 8

- within 20 days - 2
- between day 21- 30 - 3
- between day 31- 40 - 1
- day 41+ (includes not yet seen) - 2 (Includes 1 refusal)

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	Placement move	Young Person in Hospital
January	4	4		1	1	1	1	1	1
February	4	4					2		

Themes for Late Completion of IHAs

- **The most significant reason is late requests***
8/8 (100%) of requests for IHA were received outside timescales. 2 of the 8 late requests were seen in timescales.
No of requests received within
Day 4-5 – 0
Day 6-10 - 3
Day 11-20 - 2
Day 21-40 - 3
- Other reasons are unpredictable eg DNAs, placed of of borough etc
- * (late referrals and late consents)

Review Health Assessments Completed

Month 2022	Total Due	RHA completed within timescale (percentage / number)	RHA completed outside of timescale (percentage / number)	RHA not yet completed (percentage / number)
January	20	95% (19)	0% (0)	5% (1)
February	9	89% (8)	0% (0)	11% (1)

Time scales from CYP identified as CLA to completion of RHA

Total Number of CYP = 29

Number seen:

within statutory timescales – 27

late - between day 1-10 –

late - between day 11-20 –

late – between day 21-30 –

late – 31+ days plus (includes not yet seen) - 2

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
January	20	12	1				3		
February	9	0		1					

Themes for Late Completion of RHAs

- Factors contributing to completing RHA's outside of timescale are Out of Borough LAC teams experiencing capacity issues, late requests and appointments declined or DNA'd.
- 12/29 (41%) requests for RHA were received outside timescales. 11 out of the 12 late requests were completed in timescales.

Late requests received within:

Weeks 12-10 - 10

Weeks 6-9 – 2

Weeks 8-2 -

1 Week or less –

- Other reasons are unpredictable eg sickness etc

Work Undertaken to Improve Late IHAs/RHAs

- **Fortnightly meetings with LA colleagues to improve late requests.**
- **Liaison with Senior Managers / Team Managers.**
- **Offer of additional flexible appointments eg Saturday clinics.**
- **Reminder telephone calls to carers / young people regarding appointment times.**

New Processes / Developments

- **Currently reviewing the client Health Assessment Leaflet and updating the information.**

Case Study

- **BACKGROUND**
- **Young person is a 17 years old male who came into care 3 years ago after**
- **Maternal risk taking behaviour and alcohol use.**
- **Young person is part of sibling set . All children placed into care.**
- **Young person not happy about being in care.**
- **Moved into a semi-independent placement where he currently lives.**
- **Will be 18 years soon and plans to return to the care of his family.**
- **Young person was not able to recognise the risk to him or his siblings.**
- **He felt angry about being removed from the care of his mother and family.**
- **Value and belief system – family should be together.**
- **Young person refused to engage with services because of this experience.**
- **He declined his RHA last year for the same reason.**

Case Study Cont'd

- **CLA NURSE INTERVENTION**
- The placement maintained that he declined the assessment last year, therefore he will decline the assessment again this year.
- Young persons final assessment.
- CLA Nurse contacted YP on his mobile and he agreed to come for his final assessment.
- Negative about everything at the start of assessment.
- Angry with professionals as he felt let down.
- Young person wanted to move away when he turned 18 years old to make a fresh start.
- CLA nurse listened to him allowing him to express his anger and frustrations about he and his siblings being in care.
- CLA Nurse emphasised he had power to influence the future.
- Young person is studying at college and has the potential to go on to University, but attendance at college has been poor. Mental and emotional health stable.
- CLA praised YP for his achievements so far. Discussed role modelling to his younger siblings
- CLA Nurse spoke about making healthy choices today and how this influences his ambition of becoming a trained professional.
- YP commented that this had been the best health assessment he had received. He was glad he had attended. He felt listened to and mentioned that the nurse was very kind and that he would like her to share the same positive messages with his siblings when she sees them next.

Case Study Cont'd

- **Outcome:**
- Young person promised to improve on his college attendance to 100 percent.
- He also promised to focus on his future goals and committed to achieving them.
- Young person stated that he will be making an effort to make healthy choices from today for the sake of his siblings.
- Young person asked CLA Nurse to have the same discussion about achieving and making good choices with his younger siblings next time when they come for their RHAs.
- The young person recognised that he was a role model for his siblings, despite being separated from them.
- The CLA nurse recognised that the young persons value and belief systems were key to motivating him.

Voice of the Child

- **Young person-** *I learned that we should not always do what our friends tell is like smoking drugs and alcohol.*
- **Young person-** *This assessment went well! I felt that I was respected and listened to overall. I think it was a 5/5.*
- **Young person –** *The health assessment was very good and fun, the woman was really nice and enthusiastic.*
- **Young person -** *I think the assessment was good because the person was really calm and I didn't feel pressured.*
- **Young person –** *I felt relaxed and at ease. I was able to answer all questions asked without difficulty.*
- **Carer –** *The children are all under 5 years. The nurse has been fabulous, it has been so much easier to have her come to the house rather than trying to get all three children to the hospital. Children are more relaxed about the appointment and she gets to see more natural behaviours. The assessment of each child was extremely thorough and covers all aspects of their development. "X" is a joy, with a natural way with children making them and myself feel comfortable. The continuity with "X" has been lovely, she acknowledges the differences since her last visit and "B" remembered her which reduced his anxiety. We look forward to seeing her again.*