

Harrow Children Looked After Health Service Corporate Parenting Panel February 2024

**Christine Nichols – Named Nurse
for Children Looked After Harrow**

KPI's for Harrow CLA Sept – Dec 2023

Month	Target for IHA 100% CNWL within 20 days of child becoming CLA	Target for RHA 100% CNWL within 6/12 months
September	100%	100%
October	100%	100%
November	100%	100%
December	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 2023	Total Due	IHA completed within 20 days (percentage / number)	IHA completed outside of timescale (percentage / number)	IHA not yet completed (percentage / number)
September	4	75% (3)	25% (1)	0% (0)
October	15	53.3% (8)	46.7% (7)	0% (0)
November	4	50% (2)	50% (2)	0% (0)
December	5	100% (5)	0% (0)	0% (0)

Time scales from CYP identified as CLA to completion of IHA

Total Number of CYP = 28

- within 20 days - 18
- between day 21- 30 - 2
- between day 31- 40 - 6
- day 41+ (includes not yet seen) - 2

Reasons for Late Completion of IHAs

Summary of reasons for late IHA's									
Month	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 / Missing / YOI / Tagged
September	4	3			1		1		1
October	15	12		1	7		1		
November	4	4	2				1	1	
December	5	5					1	1	

Themes for Completion of IHAs

- **Contributing challenges for completion are late requests* , DNA's and carers declining appointments.**
23/28 (??%) of requests for IHA were received outside timescales. 13 of the 23 late requests were seen in timescales.
No of requests received within
Day 4-5 – 7
Day 6-10 - 4
Day 11-20 - 6
Day 21-40 - 6
- **Other reasons can be unpredictable eg placement moves, placed of borough etc**
- *** (late referrals and late consents)**

Review Health Assessments Completed

Month 2023	Total Due	RHA completed within timescale (percentage / number)	RHA completed outside of timescale (percentage / number)	RHA not yet completed (percentage / number)
September	18	66.6% (12)	16.7% (3)	16.7% (3)*
October	14	85.7% (12)	14.3% (2)	0% (0)
November	18	88.9% (16)	0% (0)	11.1% (2)**
December	9	77.8% (7)	0% (0)	22.2% (2)***

Time scales from CYP identified as CLA to completion of RHA

Total Number of CYP = 59

Number seen:

- within statutory timescales – 47
- late - between day 1-10 – 2
- late - between day 11-20 – 1
- late – between day 21-30 – 1
- late – 31+ days plus (includes not yet seen) - 1

*Two Young people refused health assessments and 1 YP placed out of borough.

** 1 x young person placed out of borough, awaiting an appointment, 1 x young person placed out of borough appointment booked

*** 1 x young person missing, 1 x young person DNA'd appointments

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
September	18	4	1	2			1	2	1
October	14	4						2	
November	18	4	3				3	1	
December	9	3			3				

Themes for Late Completion of RHAs

- The main factor contributing to completing RHA's outside of timescale are late requests.
- 15/59 (??%) requests for RHA were received outside timescales. 11 out of the 15 late requests were completed in timescales.

Late requests received within:

Weeks 12-10 - 8

Weeks 6-9 – 3

Weeks 2-5 - 4

1 Week or less – 0

- 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 and text messages to carers / young people regarding appointment times.**

Partnership Working

- **Named Nurse for CLA attended Foster Carers Forum Nov 2023.**
- **Named Nurse for CLA delivered training to Social Work Academy Nov 2023.**
- **Named Nurse for Harrow CLA delivered training update to Designated Teachers Nov 2023.**
- **Specialist Nurse for Harrow CLA delivered training update to Harrow Community Paediatricians Dec 2023.**

Case Study

- **BACKGROUND**
- **Young person is a female aged 15.**
- **Currently living with foster carers.**
- **Young person had a difficult childhood, experienced significant trauma, lost mother due to ill health at a young age.**
- **Has father and brothers but the relationship has been strained.**

Case Study Cont'd

- **Concerns**
- **Concerns around going missing and suspected drug use.**
- **Risk taking behaviour and poor school attendance.**
- **Known to MACE high risk of CSE and CCE.**
- **Recurrent episodes of going missing**
- **History of poor engagement with services, known to CAMHS.**
- **Concerns that she is dating older person with controlling behaviour.**
- **Self-harming and suicidal ideations.**
- **Was offered 3 RHA appointments but did not attend.**

Case Study Cont'd

- **Intervention and outcome:**
- **CLA Nurse liaised with Support Keyworker at MACE to encourage young person to attend and she attended for her RHA on the 4th appointment.**
- **CLA Nurse waited to see young person who attended after an hour late.**
- **Young person was referred to relevant services to meet her health needs.**
- **CLA Nurse continues to support young person and gave her contact details if she needs any support regarding health.**
- **Young person has now been engaging with CAMHS since the assessment**

Voice of the Child

- *Young person – It went very well*
- *Carer – Very Good*
- *Young person-The assessment was very good the health advisor was very friendly.*
- *Young person - Very positive, thank you for being patient.*
- *Carer – Very well, easy to talk and express my view*
- *Carer – Very informative and helpful.*
- *Young person – A lot of questions.*