

Action Plan addressing lessons to be learned:

| No. | Action | Timescale |
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| 1. | <p>Communication on lessons learned</p> <p>a) Briefing for teams – Principal Social Worker and Ageing Well Group Manager (GM) to lead on a briefing for the team concerned on lessons learned including the Mental Capacity Act and Human Rights Act implications.</p> <p>PSW and GM will also undertake some case reviews to ensure that the legislation is being correctly applied in practice.</p> <p>PSW to arrange briefings for other team managers across the Council on the lessons learned.</p> <p>b) Briefing for Group Managers – Principal Social Worker to meet with Group Managers during the standing agenda item to discuss lessons learned from complaints, LGO and safeguarding adult reviews.</p> <p>c) Advanced Social Work Practitioners and Senior Practitioner OTs practice forum – Principal Social Worker/Principal OT to include regular updates on lessons learned from ombudsman/complaints etc and practice implications around human rights and social justice.</p> <p>d) Article for practice newsletter - To publish an article on lessons learned from the ombudsman enquiry including understanding mental capacity assessments; understanding care act eligibility; promoting the use of advocacy; the importance of carer's reviews and understanding carer's rights; and ensuring the person remains at the centre of any actions</p> | <p>Complete</p> <p>March 2021</p> <p>April 2021</p> <p>March 2021 – ongoing agenda item</p> <p>March 2021 – ongoing agenda item</p> <p>March 2021 – ongoing article on learning from complaints and complements</p> |
| 2. | <p>Legal literacy –</p> <ul style="list-style-type: none"> Review of Mental Capacity documentation - an updated form was | |

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| | <p>coproduced with social care staff with a view to improving practice. Briefings for staff on the new mental capacity documentation including good practice examples will be undertaken in December 2020.</p> <ul style="list-style-type: none"> • Mental Capacity Practice Guidance – guidance written with tips for social care workers on how to apply the Act in practice. • Training <ul style="list-style-type: none"> - Care Act training – our training offer was reviewed in 2019 to provide staff a refresher of our statutory duties. - Mental Capacity Act training offer has been reviewed and a new training provider commissioned including an emphasis on correct application of the Act to ensure compliance with the Human Rights Act. - Human Rights in Adult Social Care training via Ripfa – Research in Practice have offered dedicated training to staff nominated by their Group Managers • Research in Practice (RiPfA)– The Council has subscribed this year to this online platform which includes articles, case law updates, webinars to support practitioners to improve practice on such as Human Rights Act, Mental Capacity Act and the Care Act. Principal Social Worker has oversight of what staff access and can target ongoing training accordingly. | <p>Form and guidance: completed and live on 1st December 2020</p> <p>Complete</p> <p>Complete – rolling training programme</p> <p>Complete</p> <p>March 2021</p> <p>Complete - ongoing</p> |
| 3. | Mental Capacity Community of Practice – A digital platform for staff to share skills, raise queries and improve legal literacy through a live chat forum is being rolled out across department and children's service. | Complete - ongoing |
| 4. | Quality Assurance – To complete the next quality assurance audit of sample mental capacity tests and best interests checklists in 2021. To be repeated regularly to maintain standards of practice. | March 2021 – to then become an ongoing cycle of QA. |