



City of Doncaster Council

Waiting Well Approach

Adult Social Work Teams



Waiting Well

Introduction

The purpose of this document is to outline our approach to how we respond to people contacting the council requesting support from adult social care and how we manage and support people whilst waiting for this support.

This document essentially provides a consistent approach and practice across all adult social work teams to the prioritisation of resources to respond to requests received for support from adult social care and how people waiting for support (on a waiting list) are supported and their situation and risks monitored and managed.

Responding to Requests for Support – Gathering Information

People who approach the council to request support from adult social care or people who become known to the council in need of support circumstances vary significantly. Some people are in need of urgent help (involving circumstances of increasing risk and deterioration in their situation).

The first step in identifying the most appropriate response to a request for support is to gather information about the person and their current situation and circumstances.

A risk rating tool should be used to identify the timeliness of response required, determined by the person's situation and circumstances. The initial review of the information concerning the person and their situation will lead to (if required) a RAG rating being given, indicating the urgency of the need for support.

The review of information should include establishing if the person lacks the Mental Capacity or ability to ask for additional support if their needs change. Therefore, if the person is deemed unable to ask for additional support and does not have anyone that can act on their behalf, they will automatically be RAG rated as Red and in need of urgent support.

Adults Request for Support - RAG Rating Tool

<p><u>RED</u></p> <ul style="list-style-type: none"> • Lives alone / no support network • Acutely mentally unwell • Recent discharge from inpatient setting (within last 2 weeks) • Recent social crisis, major life event i.e. bereavement • At risk of placement breakdown • Increase in risk taking behaviour • Concerns about risk to self and or others • Open safeguarding enquiries • People with significant caring responsibilities who is unable to continue in role • Wandering • People being supported by STEPS • Release date from prison in the next 4-6 weeks • Risk of homelessness or eviction • Distressed and unable to cope 	<p><u>AMBER</u></p> <ul style="list-style-type: none"> • Resides in supported living or own home with support / care package in place • Limited external support network • Requires regular contact to monitor mood, mental state, behaviour, risks. • Previous history of relapse • Recent (in past two weeks) change in care plan • Support to access advice, support, guidance of how to access services / help • Risks are currently manageable with current support – ongoing monitoring required • Those that are in a stable placement, but funds have dropped below upper threshold • Risk of carer breakdown, able to continue in role short term 	<p><u>GREEN</u></p> <ul style="list-style-type: none"> • Those that are in a stable placement i.e. residential care • Have robust support networks around them – family, friends, carers, significant others • Able to independently access support • Independently able to function in their daily routines in their own environment • Stable • No significant risks to either self or others identified
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Adults Request for Support - Timeliness of Response

On receiving a request for support, all requests will be reviewed within the first 24 hours (office working hours).

If the request is of an urgent nature, consideration should be given to whether an immediate visit and assessment should be undertaken.

Contact will be made with the person within 24 hours of the request for support being received.

People will then be allocated a named worker to make contact, understand the person's situation (undertake the assessment) and function as a key point of contact for the person.

- Red RAG rated to be allocated within 7 days.
- Amber RAG rated to be allocated within 14 days.
- Green RAG rated to be allocated within 28 days.

Upon a worker being allocated, initial contact with the person will be made by the worker within 72 hours. The worker should provide the person with their contact details and how to get in touch should their circumstances change.

Safeguarding Adult Concern - RAG Rating Tool

<p><u>RED</u></p> <ul style="list-style-type: none"> • Risk of harm remains • Risk to persons immediate health and wellbeing, or that of others • Unable to protect themselves due to care and support need • Lacks Capacity to provide their own views on the concerns • Historic or recent incidents of a similar nature • Existing Safeguarding involvement • Concerns re financial Abuse • Concerns re self-neglect (including fire risk) • Concerns re Physical Abuse • Concerns re Sexual Abuse • Whether there is reasonable cause to suspect that an adult has needs for care and support, is experiencing, or is at risk of any type of abuse or neglect, and as a result of their needs is unable to protect themselves. 	<p><u>AMBER</u></p> <ul style="list-style-type: none"> • Risk of harm reduced but remains to a smaller degree • Has existing professional involvement, but would like Safeguarding input/advice. • An ongoing issue that has not escalated in severity 	<p><u>GREEN</u></p> <ul style="list-style-type: none"> • No concerns around capacity of their ability to protect themselves • Risk has been appropriately mitigated • Established network of informal or formal support • Is frequently seen visited/contacted by others • Relevant agencies are aware • Where the concern raised has little/no impact on the individual"
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Timeliness of Response- Safeguarding Adults

1. REPORTING A CONCERN "Tell us your concern"

To be reported within 24 hours by anyone.

2. RESPONDING TO THE CONCERN/INFORMATION GATHERING

"Together we will consider how best to help you"?

Assess risk and ensure safety of the adult at risk within 24 hours. Decide on the proportionate response to the concern within 5 working days.

3. SAFEGUARDING RESPONSE

“We will take agreed actions to support you to be safe.”

Discussion with the adult at risk on outcomes and safeguarding response should be done within 10 working days from the Enquiry decision.

4. OUTCOMES AND CLOSURE (INCLUDING PLAN AND REVIEW)

“We will check we have addressed your concerns”

To complete within 12 weeks of the reporting of the concern

Monitoring of Waiting Lists & Support Whilst Waiting

Whilst waiting for an assessment, if someone identified as requiring an urgent response (RED RAG rating), has been on the waiting list for more than 7 days then

- contact will be made with them via the duty worker to check in on their well-being and gain an update on their situation and circumstances. Necessary information, advice and support will be provided to the person during this call. At this point this person's situation will be brought to the attention of the team leader for review.
- An escalation framework is in place to notify the Head of Service, if a person needing urgent support cannot be allocated to a worker to make contact after 7 days.
- Amber and green RAG rated requests on the waiting list should be monitored at least weekly with the RAG rating updated if new information is gained about the person's situation.
- In circumstances where people have been waiting for longer than a month, the duty worker will contact them to check in on the person and review their situation and circumstances. Based on this conversation with the person and update the RAG rating will be reviewed. A case note will be added to Mosaic following the well-being check in.
- Periodic (quarterly) audits will be completed by the service manager on team waiting lists and findings reported into the senior management team (SMT).
- Waiting lists for all social work teams will be monitored monthly at SMT meetings (Senior Management Team).

Document Control	
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