

The Adult Care Review Team (ACRT) provides a primary function to independently review care plans relating to adults who are in receipt of support via Adult Social Care under the Social Care (Self-directed Support) (Scotland) Act 2013 and for those being reviewed under Adult Support and Protection legislation. The team has a Highland wide remit.

The team is hosted within the Adult Social Care Leadership Team and comprises one Team Manager, one senior Adult Care Review Officer, three Adult Care Review Officers (ACRO), two Social Work Assistant Practitioner Reviewing Officers, three Self-Directed Support Officers (SDSO) and an admin team. The ACRT portfolio is highlighted in **Appendix 5**.

The Adult Social Care Review Team works in partnership with the Social Work teams and multi-Disciplinary colleagues to promote safe and effective service delivery. Supporting shared outcomes based on practice principles.

The criteria below may be subject to exceptions; these should be brought forward to the Adult Care Review Team Manager and/or senior for discussion. Team managers are encouraged to come forward to discuss these areas. These conversations may also be supported via the Principal Officers for Social Work.

Review Meetings - ACRO (Appendix 1 – Referral Process)

In line with the Statutory guidance which accompanies the Social Care (Self-directed Support) (Scotland) Act 2013, NHS Highland has a responsibility to ensure that social care reviews are conducted on a regular basis in line with the supported person's needs.

The Review should be conducted in line with the principles of the SC(SDS)SA

- Involvement
- Information and Choice
- Collaboration
- Dignity
- A right to take part in the life of your community

Reviews should consider risk, capacity and any changes which impact on the current care plan. Reviews should aim to be conducted within a maximum period of twelve months, frequency should be guided by risk and other factors alongside local guidance and procedures.

An Adult Care Review Officer (ACRO) will be identified and allocated to support with reviews in the following circumstances –

- There is a specific need to have a skilled chair who is impartial and independent from the situation where there are complex and challenging issues.
- There is disagreement between the wider MDT, family and/or individual with regards to the assessment of need/risk.
- There are a number of complaints which have not been resolved by the operational team.
- A provider has given notice on a complex package and a review is required to support decision making.
- Development of a new service where reviews are required to support transitions.
- Complex transitions for young people transitioning into adult services.
- Out of area reviews which meet the above criteria.

Adult Support and Protection (Appendix 1 & 2 - referral process)

An ACRO and admin support will be identified, when available, to support with Chairing and minute taking for Initial/Review Case Conferences. The Chairs responsibilities will be informed by the relevant Inter-Agency Procedures and Codes of Practice.

An ACRO or Social Work Assistant Practitioner Reviewing Officer may be identified to act as a member of a Large-Scale Investigation (LSI) core group. This is to support operational demands for review work for LSI or for follow on Supported Improvement Plan Work.

Highland Adult Care Adult Care, Advice and Allocation Group (HACAAG)
(Appendix 4 - referral process)

An ACRO will be allocated to support with reviews in accordance with instruction, if and when appropriate, from NHH Adult Social Care funding panels.

Social Work Assistant Practitioners Reviewing Officers

The work of these colleagues will focus on social care reviews primarily relating to care homes and care at home. This role is intended to support Social Work teams with review activity but also to support ASC Leadership around areas of demand in the social care sector. This will be determined between the ACRT Manager and/or senior, Head of Service – Social Work Services, Head of Service – Registered Services, relevant Principal Officers and Head of Strategic Commissioning.

Adults with Incapacity – review of Private Welfare Guardianship Orders (PWGO)

The ACRT, for a trial period, will provide ACRO support for the review of PWGOs. This will be determined between the ACRT Manager, Head of Service – Social Work Services, Senior Practitioner - AWI specialisms and Principal Officers Social Work Services.

Any allocations will be determined by the ACRT Manager, Social Work Team Manager and Senior Practitioner - AWI specialisms.

Appendix 1.

Process Name:		Review Meetings (new referrals) - ACRO	
		Reason / Background for Standard Work Description	
		To ensure quick response to any referrals To ensure appropriateness of referrals into team To ensure appropriate involvement from ACRO	
Location / Dept:		Adult Care Review Team, Assynt House	
Completed by:		Kara McNaught	
Date:	July 2023	Review Date:	January 2024
Description of activity		Role	
1	Social Worker and/or Team Manager/Senior/Advanced Practitioner identifies support is required.	Local Team - Social Worker and/or Team Manager/Senior/Advanced	
2	Contact is made with the ACRT Manager and/or senior via phone or e-mail to request support with a review (contact should not be made directly to ACRO unless otherwise agreed). nhsh.adultcarereviewteam@nhs.scot	Local Team - Social Worker and/or Team Manager/Senior/Advanced	
3	Agreement is made that an ACRO will support a review based on identified criteria. Discussions between the ACRO and referrer may be required to gather further information before agreement is made.	Local Team - Social Worker and/or Team Manager/Senior/Advanced ACRT Manager	
4	ACRT Manager/Senior or team admin completes necessary activities on Care First Desktop and identifies ACRO. ** Please note the team must also have their own separate activity on the desktop for review***	ACRT Manager	
5	ACRT makes contact with the referrer to agree suitable dates and how the meeting will be supported.	ACRO / Admin Local Team - Social Worker and/or Team Manager/Senior/Advanced	
6	Admin will send out relevant paperwork and follow due process.	Admin	
7	The meeting is held and draft minutes will be distributed to allocated worker for approval within 10 working days of the meeting and final minutes within 21 working days.	ACRO Admin	
8	Agreement will be made at review if follow on support is required.	ACRO and Social Worker	

Appendix 2.

Process Name:		Referral for Chair at Initial Adult Support and Protection Case Conference	
		Reason / Background for Standard Work Description	
		To ensure quick response to any referrals / avoid any delays To work within timescales To ensure appropriate information is shared	
Location / Dept:		Adult Care Review Team, Assynt House	
Completed by:		Kara McNaught	
Date:		July 2023	Review Date: January 2024
Task #	Description of activity	Role	
	We will aim to support with all referrals wherever possible however, there may be the occasions where the team cannot support with meetings and the responsibility will sit with the local team to chair/minute the meeting. Contacting us at the earliest opportunity will support our participation in these meetings.		
1	Decision is made as part of ASP investigation that an initial Case Conference is required.	Nominated Officer	
2	Nominated Officer completes ASP 3 which will trigger an ASP 4 to the team desktop (ADULTREV) – this then triggers a message to the ACRT desktop to alert ACRT of the request.	Nominated Officer	
3	Contact is made to the ACRT by phone or via the generic inbox (nhsh.adultcarereviewteam@nhs.scot) by the Nominated Officer or Council Officer to advise a meeting is required. The e-mail should include the CF details of the Adult, the date of the initial concern and any dates that a meeting cannot be supported. A date is agreed.	Nominated Officer/Council Officer	
4	The ACRT Manager/Senior/admin team will allocate to the appropriate ACRO and assign the activity to admin support. In ACRT Manager’s absence i.e. annual leave admin can support with allocation.	Team Manager, ACRT	
5	Admin will then link in with Council Officer to ensure date/venue is agreed and invites are posted. They will ensure invite list is up to date.	Admin/Council Officer	
6	In order to comply with timescales, it is agreed that should the ASP3 not be completed and there is an agreement that it will progress to an Initial Case Conference a request as in Point 3 can be made to avoid unnecessary delays.	Nominated Officer/Council Officer	

Criteria and Referral Process for Adult Care Review Team



7	The team require the relevant information for invites a minimum <u>7 working days</u> in advance of any initial ASP meeting, any delays we will require the referring team to arrange invites.	Nominated Officer/Council Officer
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Appendix 3.

Process Name:	Referral for Adult Care Review Officer/Referral Assessment Officer for Large Scale Investigation or Supported Improvement Work		
	Reason / Background for Standard Work Description To ensure quick response to any referrals / avoid any delays To work within timescales To ensure appropriate involvement from ACRO		
Location / Dept:	Adult Care Review Team, Assynt House		
Completed by:	Kara McNaught		
Date:	July 2023	Review Date:	January 2024
Task #	Description of activity	Role	
1	Nominated Officer informs Adult Care Review Team Manager and/or senior of current situation and requirements – agreement is made with regards to resource commitment from the ACRT.	Nominated Officer / ACRT Manager	

Appendix 4.

Process Name:	Instruction from NHH Adult Social Care funding panels to support with chairing of reviews.		
	Reason / Background for Standard Work Description To ensure quick response to any referrals / avoid any delays To work within timescales To ensure appropriate involvement from ACRO		
Location / Dept:	Adult Care Review Team, Assynt House	Date: July 2023	
Completed by:	Kara McNaught	Review date: January 2024	
	Description of activity	Role	
1	Approval of package at HACAAG or decision at Pre-ACAAG – minutes shared with ACRT Manager.	Admin – HACAAG	
2	ACRT Manager adds activity to the desktop for review and allocates ACRO	ACRT Manager	
3	ACRO contacts relevant team and arranges review as per	ACRO	

	appendix 1.	
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