



OMBUDSMAN FINDINGS

To be presented to the staff and managers of the Transitions Adult Social Care Team, Specialist Placement Team, Childrens social care team, and to all adult social care Team Managers at Social Care Leadership

IMPACT

- That the Council failed to ensure an effective transition of social work services between Children's and adult services when P. turned 18.
 - That P was moved to accommodation that was 30 miles away from family and P.s place of education.
 - That the Council initially failed to provide transport.
 - This resulted in P. became isolated from family and P. missing half a term of education.
 - These actions resulted in an increased risk of self harming behaviours and caused the family distress as they were not able to see P. as often as before.
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- Important Context
 - This situation arose during 2022, just as we came out of the last lockdown at Christmas 2021.
 - In the summer and autumn of 2022 the challenging financial position of the Council was widely known internally and publicly.

LEARNING – PARTNERSHIP WORKING

- We need to understand our responsibilities when the young person is a care leaver, particularly those responsibilities associated with accommodation.
- The Council holds a binary view on case responsibility, it is either children's or adults. For some young people, such as care leavers it is not one or the other, it can be both children and adult services retain responsibilities.
- The Council could be more joined up in the conversations between children's and adults services as issues arise, eg when adult social care determine that accommodation is not linked to meeting the person's care and support needs.
- We (collectively) didn't know that transport must be provided for people with an EHCP that specifies a placement.
- We didn't know where to escalate internally if there are transport issues.
- Strategically – Children's and Adults services need better formal routes of communication in complex decision making – generation of the 16-18 yr forum.

LEARNING FOR ADULT SOCIAL CARE

- Adult social care could have shared the assessment with the person and family and finished and saved it once it was completed, ahead of the point of transition.
- The rationale for the support package being put forward could have been clearer including around housing and care needs.
- Recording at Forums – When making a decision, the rationale for decisions should consider wellbeing, independence, and values such as progression and least restrictive options. This rationale must be clearly recorded.

ACTIONS

- All young people aged 16 and over to be triaged.
- Where a Care Act assessment is required a social worker is allocated to begin transition planning for adulthood.
- That if a social worker is not allocated that this will be looked at every 3 months and allocations are made as soon as practicable.
- That if it is not possible to allocate that this is raised with the Community Services Manager through to the Assistant Director for resolution.
- Childrens services to escalate concerns if adult social care services are not actively involved in transition planning for any young person aged 17 or over.
- The young person must be involved with decisions regarding where they will live after they turn 18.
- The young person must be involved in all decisions that need to be made and their views captured.
- One point of contact for Social care workers regarding EHCPs and SEN Transport. To identify an escalation route.



SUMMARY

- The aim of this briefing and the actions listed is to prevent the same problem recurring in the future.

When working with a young person you must look at what will support

- The maintenance of personal relationships that are important to the young person
- The young person's education