

013B.

Open IR Audit – 21st June 2019. 49 IRs reviewed

Review of audit: [redacted] PSW, [redacted] SWTL, [redacted] SWTL, [redacted] SWTL

What are we worried about?	What's Working Well?	Next Steps?
<ul style="list-style-type: none"> • Drift still an issue (within 5 day timeframe) • Very small number of cases from 2018 – should not still be in IR stage • IR launched on time – not always completed on time. How are these stats used? • Launching IR does not set category on NCCIS. This is not activated until IR is signed off • Quality of community checks (CK) • Safety planning • -Written evidence poor at times (CKST) • -Few referrals had documented safety agreement (CK) • -Quality of safety planning (CK/ST) • Timing recording on some cases • Where there is drift how are safety plans reviewed? • Practice across the area not always consistent e.g safety planning 	<ul style="list-style-type: none"> • Good launch dates – generally IR launched day referral is received • Marked improvement in drift since the last audit • Good quality IR's <ul style="list-style-type: none"> - Content - Case notes - Informative/clear • IR's near completion/completed all had scaling narrative. Marked improvement since last audit • Improvement in the quality of community checks and the documentation of same since the last audit • Evidence of good joint working with Gardai • Really positive for Duty Management team to make this time to review and reflect on work processes/quality • Good use of SOS at the front door 	<ul style="list-style-type: none"> • Revisit "drift" in the team meetings and supervision • Reiterate to the teams the importance of timelines. Fortnightly NCCIS reports continue to be shared with PSW and SWTL's from Business support • Any case over three months in IR stage to be flagged in supervision and list escalated to PSW in SWTL supervision • IR launch issues – raise with Seamus Lehart, national lead. Training scheduled on 19th July 2019. • Community checks – revisit in team meetings • Safety planning – emphasise in group supervisions. PSW to explore further workshop with TDO re immediate safety planning at IR stage. • Continue SOS group supervisions