

## St Marys Hospital Social Work Department

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### 1. Pen picture of the Hospital Social Work Team

Key Activities	<p>The Hospital Social Work Team (HSWT) operate two functions under the umbrella of the Integrated Discharge Team (IDT). The IDT came about as a result of the Covid-19 pandemic in March 2020 where an overnight government as well as NHSE instruction accompanied by a "Hospital Discharge and Community Support: Policy and Operating Model" which the Isle of Wight Council, NHS Trust, Clinical Commissioning Group and other business partners all signed up to, supporting the NHS create capacity in which to manage the possibility of large numbers of expected hospital admissions due to the pandemic which affected every nation worldwide.</p> <p><b>Duty Function and Emergency Department Support:</b></p> <p>We complete Trusted Assessments via the duty function as well as supporting the Emergency Department (ED) preventing unnecessary hospital admissions where there is no clinical need for treatment and no longer meet the "Criteria to Reside" and well as the "Criteria to Admit" from the Emergency Department. The role of each of these services is to support with safe and timely discharges from the wards and to prevent unnecessary admission via ED.</p> <p>The second function is to undertake a holistic care act assessment for those people that leave hospital on the "Discharge to Assess" pathway to determine a person's longer-term care and support needs post hospital discharge and how these can be met applying a strength-based approach, person centred and promoting positive risk taking, helping people to return back home in line with the Isle of Wight Councils "Care Close to Home" strategy. This is done by applying the principles of both the Care Act 2014 and the Mental Capacity Act 2005.</p> <p><b>The processes:</b></p> <ul style="list-style-type: none"> <li>• Completion of holistic strengths based Trusted Assessments for those people leaving the hospital setting to support with safe and timely discharges applying the</li> </ul>
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	<p>“Discharge to Assess” model as part of the Integrated Discharge Team (IDT).</p> <ul style="list-style-type: none"> <li>• Operate a duty function to support people who come to the Emergency Department, prevent unnecessary admissions to hospital, support people to return home, preventing unnecessary delays in people’s ability to return home without the over prescription of care where this is not required, preventing dependency by using short term intervention from the Onward Care and Independence Team (OCIT) for those people that would benefit, supporting them back to independence.</li> <li>• Attendance at Discharge Planning Meetings and other multi-agency meetings to promote and facilitate the earliest possible safe discharge.</li> <li>• Completion of care act strength based and person-centred assessments for eligible vulnerable adults requiring social care support, post hospital discharge in line with the Care Act 2014 and the Mental Capacity Act 2005.</li> <li>• Alert and Implementation of safeguarding procedures in line with the Care Act 2014. S42 investigations and care management protocols.</li> <li>• Mental Capacity and Best Interest work, application of the 5 principles of the Mental Capacity Act 2005, ensuring that capacity issues are at the forefront of all decisions so that the person can wherever practicable direct their care and support needs.</li> <li>• Ensure that a whole systems approach is adopted that includes family and community support so that paid for care is only utilised when other options are explored and exhausted are unavailable, applying the strength-based conversations with service users and their representatives.</li> <li>• Promote the Isle of Wight Councils “Care Close to Home” Strategy.</li> <li>• Advice and support to people who self-fund their own support upon discharge to ensure a timely and safe discharge.</li> <li>• Advice, support and signposting people who decline social care support.</li> </ul>
Key Outcomes	<ul style="list-style-type: none"> <li>• To have a workforce that is highly trained in delivering a “Gold Star” service to the people of the Isle of Wight and to adhere to the legislation, policies, guidance and frameworks set out as advocates and representatives of the Isle of Wight Council.</li> <li>• Promotion of Care Close to Home Strategy so that the first option is always a safe return home.</li> <li>• Maximising reablement and rehabilitation opportunities so that people regain and develop their independence skills to enable them to remain as independent as possible within their own homes where possible.</li> </ul>

	<ul style="list-style-type: none"> <li>• The people we serve wherever possible plan and direct the support they require and remain autonomous.</li> <li>• Provision of creative support arrangements through access to a personal budgets and self-directed support.</li> <li>• Assisting the Council to deliver high quality support arrangements to those eligible and in need of ongoing support.</li> </ul>
Key Service Users	<ul style="list-style-type: none"> <li>• Eligible vulnerable adults over the age of 18 requiring social care support at the point of discharge.</li> </ul>

## 2. Role of Senior Practitioner in the Hospital Team:

Oversight of Practice	<ul style="list-style-type: none"> <li>• Provision of practice oversight through formal supervision of professionally qualified staff as well as unqualified with informal day to day case discussions, case reviews and quality auditing.</li> <li>• Attendance at Multi-Disciplinary Meetings to facilitate early discharges where required and assisting with unpicking potential blocks within the discharge process.</li> <li>• Joint case work to assist staff development.</li> <li>• File audits.</li> <li>• Safeguarding lead for Team.</li> <li>• Case allocation.</li> <li>• Oversight of team performance and data collection along with Team Manager.</li> <li>• Assistance in management of complaints.</li> <li>• Implementing lessons learned from serious case reviews etc.</li> <li>• Lead in development of reflective practice.</li> <li>• Attendance management</li> <li>• Work in collaboration with other business partners</li> </ul>
Carrying Limited Caseload	<ul style="list-style-type: none"> <li>• Senior Practitioner's hold a limited caseload of the most complex and challenging cases where discharge is problematic or high risk.</li> </ul>
Authorising Assessments etc	<ul style="list-style-type: none"> <li>• Quality control and authorisation of assessments and support plans.</li> </ul>
Supervision of Staff	<ul style="list-style-type: none"> <li>• Supervision is cascaded throughout the team with Senior Practitioner supervising a number of the qualified social workers, Occupational Therapists and Nurses within the team.</li> </ul>
Key Competencies	<ul style="list-style-type: none"> <li>• Be accountable by making sure you can answer for your actions or omissions</li> </ul>

	<ul style="list-style-type: none"> <li>• Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use health and care services and their carers at all times.</li> <li>• Work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare, care and support.</li> <li>• Communicate in an open, and effective way to promote the health, safety and wellbeing of people who use health and care services and their carers.</li> <li>• Respect a person’s right to confidentiality.</li> <li>• Strive to improve the quality of healthcare, care and support through continuing professional development.</li> <li>• Uphold and promote equality, diversity and inclusion.</li> </ul>
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### 3. Role of Social Workers in the Hospital team

Key Activities	<ul style="list-style-type: none"> <li>• Completion of timely strengths-based care act assessments when working within the community element of the HSWT.</li> <li>• Completion of Trusted Assessments and plans that promote the maintenance and promotion of independence, choice, and autonomy within a short timescale so as not to delay the patients discharge from hospital.</li> <li>• Implementation and promotion of departmental safeguarding procedures.</li> <li>• Requirement to develop and adhere to ongoing development as required by practitioners registering body.</li> <li>• Attendance at multi-agency discharge planning meetings to ensure timely discharges.</li> <li>• Adherence to departmental recording policy.</li> <li>• To undertake supervision of non-qualified team members, ensuring that the organisational “Values and Behaviours” are always adhered to.</li> <li>• Adherence to departmental recording policy.</li> </ul>
Key Competencies	<ul style="list-style-type: none"> <li>• Be accountable by making sure you can answer for your actions or omissions</li> <li>• Promote and uphold the privacy, dignity, rights, health, and wellbeing of people who use health and care services and their carers at all times.</li> <li>• Work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare, care, and support.</li> </ul>

	<ul style="list-style-type: none"> <li>• Communicate in an open, and effective way to promote the health, safety and wellbeing of people who use health and care services and their carers.</li> <li>• Respect a person’s right to confidentiality.</li> <li>• Strive to improve the quality of healthcare, care, and support through continuing professional development.</li> <li>• Uphold and promote equality, diversity and inclusion and ensure that the organisational “Values and Behaviours” are always adhered to, preventing and protecting the Isle of Wight Council’s reputation at all times as a leading organisation.</li> </ul>
Key Outcomes	<ul style="list-style-type: none"> <li>• Timely and proportionate Trusted Assessments that facilitate safe discharge from hospital at the earliest opportunity, supporting and preventing unnecessary delayed discharges.</li> <li>• Timely and proportionate Care Act assessments that facilitate safe return home in line with the Isle of Wight Councils “Care Close to Home” Strategy</li> <li>• Promotion of independence and autonomy whilst accepting that individuals with capacity have the right to take risks.</li> <li>• Reduction in the use of residential and nursing placements.</li> <li>• Everyone who would benefit from Reablement support is identified and supported through a Reablement arrangement.</li> <li>• Individuals are at the centre of all decisions and direct their support wherever possible.</li> <li>• Delivery of an outstanding, cost effective service.</li> <li>• Uphold and promote equality, diversity and inclusion and ensure that the organisational “Values and Behaviours” are always adhered to, preventing and protecting the Isle of Wight Council’s reputation at all times as a leading organisation.</li> </ul>

#### 4. Role of Assistant Social workers in social work team

Key Activities	<ul style="list-style-type: none"> <li>• Completion of timely strengths-based care act assessments when working within the community element of the HSWT.</li> <li>• Completion of Trusted Assessments and plans that promote the maintenance and promotion of independence, choice, and autonomy within a short</li> </ul>
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	<p>timescale so as not to delay the patients discharge from hospital.</p> <ul style="list-style-type: none"> <li>• Implementation and promotion of departmental safeguarding procedures and Risk Analysis.</li> <li>• Ongoing development of professional practice that supports role.</li> <li>• Attendance at multi-agency discharge planning meetings to ensure timely discharges.</li> <li>• Adherence to departmental recording policy.</li> </ul>
<p>Key Competencies</p>	<ul style="list-style-type: none"> <li>• Be accountable by making sure you can answer for your actions or omissions</li> <li>• Promote and uphold the privacy, dignity, rights, health, and wellbeing of people who use health and care services and their carers always.</li> <li>• Work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare, care, and support.</li> <li>• Communicate in an open, and effective way to promote the health, safety, and wellbeing of people who use health and care services and their carers.</li> <li>• Respect a person’s right to confidentiality.</li> <li>• Strive to improve the quality of healthcare, care, and support through continuing professional development.</li> <li>• Uphold and promote equality, diversity and inclusion and ensure that the organisational “Values and Behaviours” are always adhered to, preventing, and protecting the Isle of Wight Council’s reputation at all times as a leading organisation.</li> </ul>
<p>Key Outcomes</p>	<ul style="list-style-type: none"> <li>• Timely and proportionate assessments that facilitate safe discharge at the earliest opportunity and support the system to effectively manage delayed transfers of care.</li> <li>• Wherever possible people return to live in their own homes.</li> <li>• Promotion of independence and autonomy whilst accepting that individuals with capacity have the right to take risks.</li> <li>• Reduction in the use of residential and nursing placements.</li> <li>• Everyone who would benefit from Reablement support is identified and supported through a Reablement arrangement.</li> <li>• Individuals are at the centre of all decisions and direct their support wherever possible.</li> <li>• Uphold and promote equality, diversity and inclusion and ensure that the organisational “Values and Behaviours” are adhered to at all times, preventing and protecting the</li> </ul>

	Isle of Wight Council's reputation at all times as a leading organisation.
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