Joint inspection of adult services

Integration and outcomes

TATP Coordinator Guidance v4.0

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Joint Inspection of Adult Services in the xxx Health and Social Care Partnership

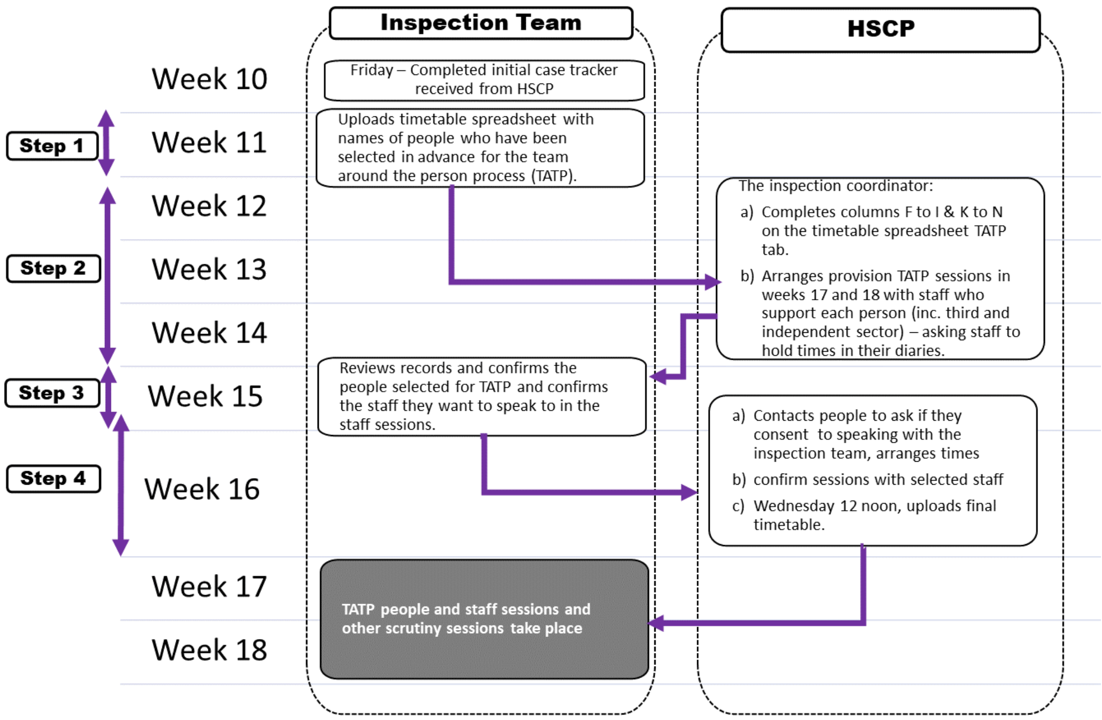
Guidance for the Partnership Coordinator - Team Around the Person Sessions

Background

As part of our inspection, we review the health and social care records of 30 people. To help us get a better understanding of what we see in the records, we identify 10 cases that we would like to explore further. For these cases, we ask to speak to staff who have been involved in supporting the person as well as the person and their unpaid carer, if they have one. We ask the partnership coordinator to help us organise these sessions.

The TATP process may feel complex, but the steps are logically organised. The SSO will work closely with you throughout the process to make sure you are confident with what needs to be done.

Figure 1 - Overview



What the partnership needs to do

Step 1

Prior to reading records, the inspection team will provisionally pre-identify the people whose records we want to follow up with people and staff.

The Strategic Support Officer (SSO) will let you know when the provisional list is agreed. You will be able to access the names from a separate tab on the inspection timetable spreadsheet in the inspection folder. While the aim is to identify 10 people for the team around the person process, the inspection team may identify up to 15 initially, in order to allow for any that turn out not to be suitable, or do not give their consent in step 4.

Step 2

a) Please check if there are any people on the list who you feel it would not be appropriate for us to speak to, for any reason. If there are, please discuss this with the inspection lead. If concerns about the suitability of speaking to a person arise at any stage of the process, please bring these to the intention of the lead inspector immediately.

   For each of the names, we ask you to complete F to I and K to N on the spreadsheet, giving:

   - Details of any communication support needs or risks the person may have, and how they might be met or managed.
   - Name & details of unpaid carer, if there is one.
   - Names and designations of all key partnership staff working with the person, including third and independent sector. Add as many sheet rows as you need to include all the staff names on separate rows. As far as possible you should provide details of staff who know the person and their story.

Please note, the columns in light purple are for the inspection team to fill in. All the other columns are to be completed by you.

b) As a general principle, team-around-the-person meetings with staff will be held on Microsoft teams to maximise convenience and attendance. The meetings should be timetabled for one hour.

Once the provisional list is made available, you should start arranging provisional meetings with the relevant staff groups, as these are the most complex to arrange. It will be important that you ask staff to hold times of these meetings in their diaries until the sessions are confirmed. Please send them a copy of the team around the person staff information sheet which the SSO will provide you with. The SSO will send out meeting invites once the sessions are confirmed so you do not need to send out meeting invites as this may cause confusion. If it is subsequently decided that a particular case will not be followed up, or that particular staff are not needed to attend, the meeting can easily be cancelled, or names removed.

While you are arranging provisional meetings, it will be helpful to refer to the timetable to see what times are already taken for team-around-the-person or scrutiny sessions. As a general principle, it is helpful not to have more than two meetings at the same time, but if you are struggling to fit something in, please do discuss it with the SSO.

Step 3

Once the inspection team has reviewed the person's records, they will complete column O indicating which people in the team around the person they would like to speak to and column J to say whether or not they would like a separate meeting with the person's unpaid carer.

It is likely that some names pre-selected for the TATP process may not be confirmed. In this case, they will be greyed out on the spreadsheet and additional names added under the original list. For these names, the inspectors will note the designations of staff who they would like to speak with, and whether or not they want to speak to the unpaid carer separately from the person. Please complete the other columns in the same way as for the provisional list. The SSO will stay in close touch with you throughout this process.

Step 4

a) Arrange for inspectors to speak with people and their carers

Once a record has been reviewed and the SSO confirms a name for follow up, we ask that you make contact with the person. You can either do this yourself or ask a member of staff who knows the person to make the contact.

It's important to us that our conversations with people and carers are positive experiences for them, and that they understand what we are asking. It's also important that they understand that their participation is voluntary.

The staff member contacting the person (and/or their carer, if appropriate) should simply say that the inspection team is interested in speaking with them about the care and treatment they have received. We want to understand what has worked well for them and what could be improved - but we have not selected them because we have significant concerns about their care and treatment.

It may be that the person needs time to consider whether or not they want to talk to us, and this should be respected but we do need to encourage a response within a couple of days, given the limited time available. The staff member who speaks to the person and/or carer should provide them with the information for people sheet, either sending this electronically or posting it out. The information from the sheet is set out at the end of this guidance note to help with information that the person might ask for. You should also make them aware of the inspection privacy statement and make a copy available if they wish. The SSO can provide you with copies of both these documents.

If the person or their carer wishes to speak to an inspector, the partnership's representative should:

1. Agree a time when they will be available to speak with an inspector between 9 AM and 5 PM during the two scrutiny weeks beginning Monday Wk 17 and Monday Wk 18. The meetings are likely to last between 30 minutes and one hour, so please allocate one hour in the timetable. Where possible, the same inspector will be allocated to the people and carer conversation and the staff session. Please therefore avoid organising the person and/or carer conversation at the same time as the staff session. As above, it is helpful to keep an eye on the timetable so as to avoid too many sessions at the same time, especially if some are to take place on site. Please also bear in mind the need for travel time for face to face sessions.

2. Agree whether the session will be by telephone, Microsoft teams or in person. If the person wants to use Microsoft teams, it will be important to check that they have access to a computer in a private space and an internet connection.

3. Ensure that people and carers have explicitly given consent for the partnership to share their email address and telephone number with the inspection team.

4. Once the details have been agreed, please add the session to the timetable at the appropriate date and time. If the person has chosen to use Microsoft teams, please advise them that the inspection team will be sending them an invitation. Complete columns P, Q and R on the spreadsheet with the person's telephone number, email address or actual address, depending on the type of contact planned.

5. Please take care to let the inspection team know about any communication support needs or risks that the person may have in column F.

6. Please ensure the description of the session on the timetable includes the sequential session number, then TATP and the person's sample reference. Please also indicate whether the session is for a person or carer or both by adding the letters 'p', c', or 'pc'. For example, SESSION 12, TATP (S29pc).

7. When the session time is added to the timetable, the lead inspector will confirm the inspector allocation and the SSO will complete column S on the spreadsheet. If the person wants to use Microsoft teams, the SSO will send an invitation to the person and allocated inspector.

b) Arranging team-around-the-person meetings with staff

Once the inspection team has read the record, confirmed that the person is appropriate for the team around the person and confirmed staff attendees, you should ensure that the details of each session are included on the timetable. In columns K and L, use a separate row to provide each staff member's name and designation. If it isn't clear from the designation, please also include the name of the service or team along with the designation in column K. Provide email addresses in column M and telephone numbers in column N. This will allow the SSO to send invites to the participants. Please ensure the description of the session on the timetable tab includes the sequential session number, TATP and the person's sample reference. Please also indicate that this is a staff session using the letter 's'. For example, SESSION 12, TATP (S29s).

c) Upload the final timetable

The Inspection Coordinator should upload the final version of the timetable with details of the scrutiny focus groups and TATP sessions for people and carers and the staff who support them by **12 noon on Wednesday** **(Wk 16).**

Information for People and Carers

The information below is taken from the information sheet for people and carers to allow you to explain the inspection to the person and their carer.

What are we doing?

The Care Inspectorate and Healthcare Improvement Scotland are inspecting how health and social care services are delivered. Our inspection aims to answer the following question:

How effectively is the partnership working together, strategically and operationally, to deliver seamless services that achieve good health and wellbeing outcomes for adults?

This inspection will consider the experiences of adults aged 18 years and over who have a learning disability.

Why are you being invited to help us?

We would like to hear about your experience of using health and social care services. This will help us understand how well services are being delivered in your area.

Where will the meeting take place?

Somebody from the Health and Social Care Partnership will contact you to ask you if you would like to speak with us. They will talk to you about the best way for us to speak with you. We can speak with you on the ‘phone or online. We can also arrange to speak with you in person, if you would prefer this. The conversations usually last between 30 minutes and one hour.

What if I need some help to speak to you?

We want to make sure we include as many people’s and carers’ views as possible. If you would like to talk to us but need support, you can let us know what type of support is needed and we will try our best to arrange this. You can discuss this with the person who contacts you.

What information are we looking for?

We would like to know about your experiences of using health and social care services.

How will we use your information?

The information you give us will feed into a report.

This report will be shared with the relevant partnership and published on our websites.

www.healthcareimprovementscotland.org
www.careinspectorate.com

If you would like to receive a copy of the report, or you would like someone to contact you to teel you about the results of the inspection, you can leave your details with the inspector who speaks to you.

How will this affect me?

There will be no impact on the care you receive whether you choose to speak with us or not. We try to make sure that people enjoy their experience of speaking with us.