

Working Together to Get it Right for Every Child in Argyll and Bute



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Child's Plan audit activity highlighted recurring themes that required to be improved. Several approaches were adopted to address the problem areas, including additional workshops, training events and one to one support. It became evident these approaches were not improving the overall *quality* of the Child's Plans, or outcomes for our Children and Young People. We recognised the pattern 'if you always do what you've always done, you will get the same results' - time to adopt a Quality Improvement (QI) approach. We already had an established multi-agency group of GIRFEC Advisors, we trained them on the QI methodology and Model for Improvement (Mfi) and this allowed us to develop tests of change across localities. Two tests of change were i) ensuring children and young people had an awareness and understanding of GIRFEC, the role of the Named Person and Child's Plans, ii) gathering the views of parents at Child's Planning meetings.

Quality Improvement Aim: 75% of Argyll and Bute Child's Plans graded good or above*, by December 2018

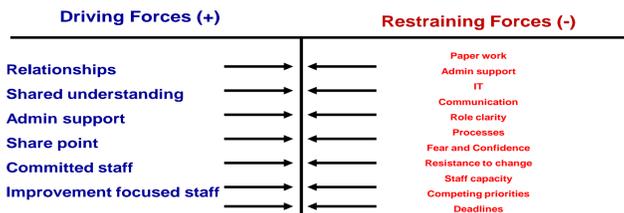
*Operational Definition of Good or above - as per the Care Inspectorate grading system.

Method

The GIRFEC Quality Improvement work commenced by training the multi-agency group of GIRFEC Advisors on the Model for Improvement. QI tools provided us with a framework to examine what required to change

Force Field Analysis

Issue: The delivery of a quality multi agency children's plan



A force field analysis provided information on the factors that were influencing the quality of the Child's Plans

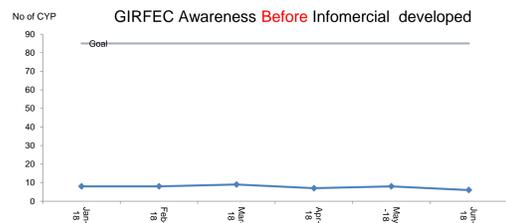
Model for Improvement



Actions to reduce the Restraining Forces:

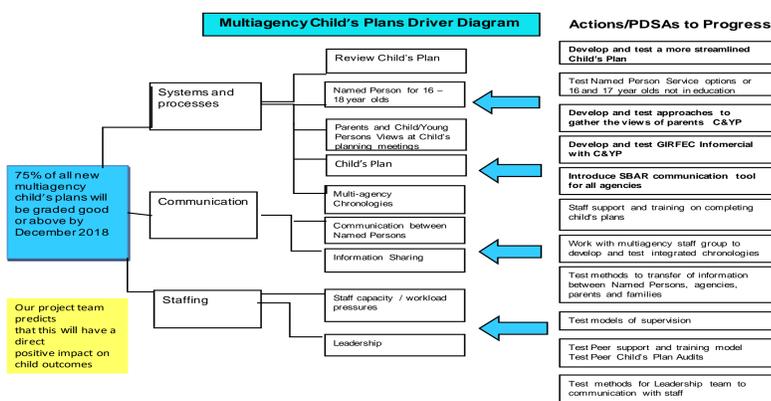
- Communication – develop multi-agency/integrated chronologies
- Fear and confidence – staff supported by training on:
 1. Support staff to complete Child's Plans
 2. Develop and test a more streamlined Child's Plan
 3. Support staff to focus on outcomes, rather than actions

Children and Young People GIRFEC **focus groups** allowed us to gain an understanding of how 'GIRFEC' aware Children and Young People were.



Process Change

A driver diagram was developed to focus the team on the drivers for change and help identify the change ideas that would contribute to achieving the project aim. The driver diagram also helped support the development of the family of measures to monitor progress



Achievements so far...

- Working **with** school pupils to develop a GIRFEC 'infomercial' that provides information on GIRFEC, the Named Person role and Child's Planning process. Children and Young People were involved in the planning, development and voiceover for the infomercial - <https://argyll-bute-girfec.com/>
- Developing and testing tools to gather the views of parents at Child's Plan meetings

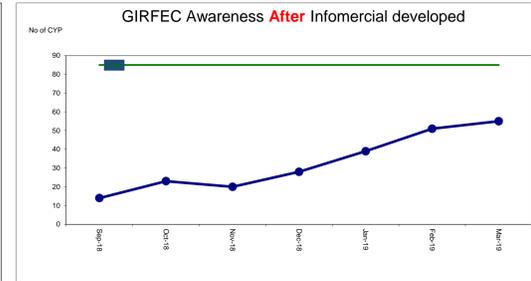
Key Learning Points

Focus groups and the use of a Likart questionnaire with Children and young people highlighted that although some of them had a Child's Plan, they weren't fully aware of **what** it was all about. The Child's Plan audit highlighted the need to ensure parents were engaged and understood what was involved in the Child's Planning process

Results

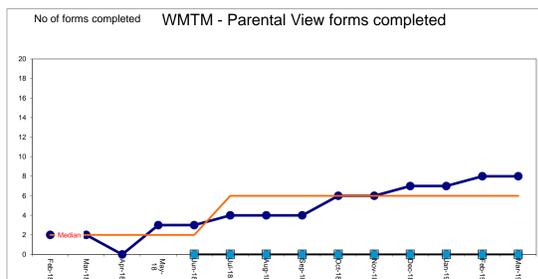
GIRFEC Infomercial Development Likart Questionnaire - Survey of C&YPs awareness of GIRFEC **BEFORE** and **AFTER** developing the GIRFEC Infomercial.

- How aware are you of Getting it Right for Every Child?
- How aware are you of the Named Person role?
- How aware are of what's involved in a Child's Plan meeting?



Feedback from Children and Young People on the infomercial:

- S1 pupil** 'It explains a Plan that involves meand will help me'
- S3 pupil** "I like how it explained about the well-being indicators, if there's a problem, I can speak to my Guidance Teacher who is my Named Person...I had a Child's Plan since P6, but didn't really know this before the infomercial"
- P5 pupil** "I really like how it explains what a Named Person does"
- P6 pupil** "I like how it explains that children are at the centre, my head teacher is listening to me"



Parent of 12 year old "...including me at every stage of the planning and decision making made me feel fully involved in my Child's Planning meeting"

Parent of 10 year old "I felt respected because my views were taken on board,...MY thoughts and feelings were taken in to consideration"

Practice changed as a result of the 'What Matters to Me (WMTM) form' and improvements were immediately evident. The run chart provides evidence that the use of the WMTM form was beneficial in gathering the views of parents which supports us in building strong, positive relationships.

Conclusions

Having a multi-agency group of GIRFEC Advisors supported us to develop improvements in our system. By training the GIRFEC Advisors in the Mfi we have increased capacity in a structured and planned way, this has strengthened our ability to have PDSA tests of change across all localities. The GIRFEC Advisors (GA) group is now the GA QI group, responsible for continual audit of Child's Plans, identifying improvement and change ideas, as well as on-going monitoring and evaluation. The two tests of change highlighted provide a *flavour* of some of the change ideas we have tested. Other examples include; developing and testing integrated chronologies and a Child's Plan audit tool, these developments are aimed at improving outcomes for Children and Young People, ensuring they get the right help at the right time.

Scale/Spread

Scaled Up - The infomercial is available in all schools and on our GIRFEC website <https://argyll-bute-girfec.com/>

Spread - The WMTM form has been spread and is used by all teams.

We continue to expand our GIRFEC QI workforce with several staff having engaged in national training programmes, this is complimented by our Argyll and Bute CYPIC improvement faculty who support practitioners locally and build confidence in using the model for improvement.