

Kent County Council

Provider Services

Operational Protocols Kent Enablement and Recovery Service (KERS)

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Document Information

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KERS Process Overview

Individual NOT open Mental Health Social Work Service:

GPs and external agencies, other KCC teams and KMPT complete and submit referral to locality mental health duty team



MHSW New
Referral Form Feb 20

Completed Referral form submitted by Mental Health Social workers via Mosaic to KERS Admin East Kent or KERS Admin West Kent for validation

KERS Admin pre-screen and validate referral checking that all required information is present/current/correct.
Referral form returned unvalidated if information missing.
KERS Admin request person open to locality team and named social worker on Mosaic if this is not already done.
KERS Admin open record on Tracker

Screening by KERS Senior/Worker (within 2 full working days from receipt).
Named Social Worker to be informed if referral has/has not been accepted.
KERS Admin update Tracker

Allocate to KERS Worker if referral accepted
KERS Admin update Tracker

KERS worker and Individual meet to agree an Enablement plan.
KERS worker to inform named Social Worker if plan differs from the specific intention stated in referral.
Completed plan shared with KERS Senior.

Enablement start date
Midpoint review to take place no later than 6 weeks into Enablement period and any issues fed back to named Social Worker and KERS Senior

Closure of KERS intervention discussed with KERS Senior. named Social Worker informed.
Outcomes and Recommendations form completed with client

Case Closure recorded on completed case notes by KERS Senior

Admin record KERS closure on Tracker

Practice Guidance

1. Purpose of the service

The Kent Enablement and Recovery Service (KERS) works in partnership with individuals experiencing mental health difficulties to address social care needs.

The service works with individuals who are presently engaged with Community Mental Health Social Work Teams having been assessed as having unmet eligible social care needs and requiring a short-term period of enablement.

The service is free, short-term (up to a maximum of 12 weeks) and uses interventions based on prevention, recovery and enablement with individuals who are ordinarily resident in Kent.

2. Mission Statement

To make a positive and measurable difference to the wellbeing and recovery of individuals experiencing mental health difficulties; to enable everyone to feel an equal and valued member of their community and to maximise independence wherever possible. Recovery is a uniquely personal process by which individuals identify and work towards achieving the goals and aspirations that they have set for themselves; to enable them to live what they believe is a meaningful and fulfilling life.

3. Aims and Objectives

Aims

To provide enablement and recovery-based services for up to 12 weeks. The service aims to optimise individual potential through a variety of interventions, including signposting to other resources.

KERS will work with the Community Mental Health and Wellbeing Services, including Strategic Partners, Public Health, Care Commissioning Groups, other social care organisations, local organisations, KCC Enablement & Support Services and the wider community to achieve an integrated response to individual's needs.

Objectives

To work with individuals who have mental health needs in order to:

- Encourage lifelong learning, promote independence, social inclusion and wherever appropriate, support a move into work related opportunities.

- Enable recovery by using an asset based and co-productive way of working that enables individuals to manage their mental health and wellbeing; enabling them to feel empowered and be aware of how and where to seek support and assistance.
- Co-productively identify a range of appropriate outcomes to enable access and participation in mainstream community-based activities, learning and work-related opportunities.
- Help facilitate social inclusion by assisting the development of an individual's own networks of community support, interests, and contacts.
- To safeguard individuals who are experiencing poor mental health and wellbeing by working collaboratively and co-productively with everyone involved in their support.
- Support to maximise reciprocity/contribution to local communities.

4. Enablement Plans and Range of Interventions

KERS will work in partnership with an individual to co-produce an enablement plan. The plan will be agreed and signed by the individual and KERS and will constitute the agreement for working together. The plan will promote the strengths of the person in line with ASCH practice.

- Contain actions and goals identified by the individual which are specific, measurable, achievable, realistic and time limited.
- Enable the individual to develop their own strategies to achieve and maintain positive mental health and wellbeing.
- Enable the individual to regain and maintain the necessary skills to manage their own lives.
- Assist the individual to access a variety of opportunities within community-based settings. These could range from social contacts to mutual interest groups.

5. Eligibility for KERS

- Someone who is between 18 and 65 years old and has a primary mental health diagnosis and has been assessed through a face-to-face assessment as having unmet social care needs as defined by the National Eligibility Criteria for Adult Social Care following a social care needs assessment. OR someone over 65 who has an ongoing involvement with the Community Mental Health Social Work Team, and a diagnosed mental health need.
- As part of a Care Needs Assessment, individuals will be offered interventions, such as enablement and prevention, to determine whether these can meet their social care needs before the Care Needs Assessment is concluded.

Factors which would indicate that a referral to the service would be appropriate are:

- Social needs have been identified with the individual that can be addressed within a 12-week period.
- The individual has a desire to make positive changes and engage in new activities.
- The individual is willing to take responsibility for the actions and changes that might be needed to meet their needs.
- The individuals mental state is stable enough to allow them to benefit from enablement.
- The individual's personal circumstances are such that the enablement can be carried out without negative impact from living, environmental or financial circumstances.
- The enablement can be carried out without risk of harm to the individual, KERS workers or members of the public.

6. Referral

Referral forms can only be accepted from Community Mental Health Social Work teams via Mosaic and must:

- Be submitted electronically via Mosaic with all fields fully completed.
- Identify the named Social Worker who will hold case responsibility throughout the enablement period.
- Contain risk information (including risk to others, risk to self, substance misuse, risk from others and any other risks e.g., risks from environment) that must be current.
- Show that preventative or enablement work has been identified as a need.
- Clearly specify the identified enablement work required avoiding generalisations.
- Contain specific enablement requests that can be realistically delivered in up to 12-weeks.

Individual who does not require any other mental health social care input at this time may be referred to the KERS Service and held by a senior social worker. The Senior Social worker will hold case responsibility throughout the enablement period.

6.2. Complex Risk Concerns

Where an individual causes concern with either risk or safety issues these will be immediately reported to the named Social Worker/Senior Social Worker. The case will be put on hold until a response is received.

Where a response has not been received from the named Social Worker within 5 working days the case will be closed to KERS as "not ready for enablement" The person remains open to the named Social Worker.

Complex cases could feature the following:

- History of service involvement
- Safeguarding historical/current
- Violence
- Non engagement with services

- Poor progress against agreed outcomes
- Substance misuse/dual diagnosis
- Poor/inappropriate housing and homelessness
- Individual is a parent and/or Children and Families services involved
- Individual is open to probation and/or MAPPA
- Individual is open to MARAC/IDVA
- Concerns around a domestic abuse situation

7. Service Provision and Duration

On allocation of a referral the KERS Senior will:

- Complete a desktop screening of the referral to check that it is fully and correctly completed.
- Check that the Risk Assessment has been fully evaluated and the individual has been deemed appropriate for services. Initiate KERS Risk Assessment Screening Tool
- Confirm that the individual's needs can be safely met by the service within 12 weeks
- If the referral is appropriate, allocate to a KERS Worker as soon as possible. People will be allocated in order of date accepted and availability of appropriate worker.

The KERS Worker will:

- Review risk assessments and contact notes (including reference to RIO and Mosaic as appropriate) prior to undertaking the first visit.
- Arrange and hold a face-to-face Enablement planning meeting, to confirm initial decision with the individual, during this meeting the allocated worker will also identify any needs relating to carers, advocacy, capacity, and safeguarding and raise these with the named Social Worker.
- If the referral specifies joint working the initial enablement planning visit to take place with a social worker or social work assistant to assess risk. Individuals who require joint working for the duration of their enablement period will be deemed to be not ready for enablement.
- Advise the individual and the named Social Worker of the service start date,
- KERS Workers will record in current databases all informal/formal case discussions surrounding cases. Senior KERS will carry out regular quality checks to ensure this is happening.
- KERS Workers will escalate to Seniors where KERS cannot achieve engagement with the named Social Worker
- Refer any Health and Safety issues identified during the initial visit to the named Social Worker for resolution prior to the service commencing. This might include issues regarding access to the individual's property, unsafe condition of the property, use of drugs or alcohol by the individual that negatively impact on enablement.
- If it is considered unsafe to commence with the service the case will be communicated to the named Social Worker as "not ready for enablement."

- Where the KERS Worker feels unsafe with regards to the individual presenting as being under the influence of drugs or alcohol the KERS Worker will end the visit.

7.1 Duration and Review

- The Kent Enablement and Recovery Service (KERS) offers enablement input to individuals for up to 12 calendar weeks. In exceptional circumstances extensions of up to 2 weeks will be considered following discussion with the KERS Senior. The final decision will be made by the KERS Provision Manager.
- The allocated KERS Worker will complete mid-point reviews (no later than 6 weeks to include progress and level of engagement with service) with the individual as appropriate and the completion of a final review at the point of closure. KERS can involve the named Social Worker and other professionals as part of the review where and if appropriate.
- KERS will update or revise the enablement plan following all reviews as agreed with the individual
- KERS will take reasonable steps to update the named Social Worker and other professionals as to case progress at regular intervals; particularly where there are any concerns or issues identified which require their intervention.

7.2 Caseload

The expectation is that full time KERS Workers should have an approximate caseload of 15 individuals. Part time workers will have a caseload based on the approximation of the equivalent hours.

8. Moving on; closure of KERS

Where identified enablement goals have been achieved through positive engagement, KERS will advise the named Social Worker and involvement with the individual will be closed. The following issues may lead to early closure of KERS involvement. These areas of concern will be discussed with the individual and the named Social Worker unless there are concerns for safety:

- No enablement need identified
- Not ready for enablement work
- Did not engage with service
- Declined Service
- The individual cancels or does not engage in 3 visits (or 2 visits if prior to initial meeting)
- Through discussion with the KERS Senior, it is identified that the person is not making adequate progress towards their agreed goals.
- Individual becomes too unwell for meaningful intervention
- Individual poses a risk to KERS staff

Once KERS involvement ends the named Social Worker will be informed and KERS will:

- When the intervention has ended KERS will complete an outcomes and recommendations form with the individual.
- Enable the individual to complete the electronic evaluation. Feedback will be collated and used to undertake a qualitative analysis of the service
- Identify further care and support needs and inform the named Social Worker.
- KERS will inform the named Social Worker of closure.
- KERS will close the case to KERS only and not to Social Care in entirety. This is the responsibility of the named Social Worker.
- Any feedback on the decision to close a referral to KERS should be first discussed with the KERS Senior concerned. Any further queries should be escalated to the KERS Provision manager, and then the Quality and Enablement Services Manager.

9. Re-referral for KERS Services

Where an individual has finished a period of enablement further provision of the service will only be considered after a period of 12 months and only where the individual's needs have significantly changed. Consideration will be given to the result of any outcomes and recommendations made by KERS following the previous enablement period. A new referral will be required in its entirety as described in section 6 above.

10. Recording

Case notes will be recorded on the current database in accordance with the 'Adult Social Care and Health Directorate Adult Case Recording with Care Practice Guidance.

11. Information Sharing, Governance and GDPR

All KERS Workers will be aware of and comply with their obligations and legal responsibilities regarding the above, set out in KCC's Information Governance and GDPR Policies. These can be found on Knet.

KERS Workers will comply with all legal and statutory responsibilities when accessing NHS data systems, as set out in KCC /KMPT's read only agreement.

12. Safeguarding

KERS comply with KCC Safeguarding Procedures and will follow the Kent and Medway Multi Agency Safeguarding Protocol.

13. Complaints

In the event of a complaint being received about KERS, Kent County Council's Kent Adult Social Care Complaints Procedure should be followed

E-mail complaintsteamadults@kent.gov.uk
 Tel 03000 410410

Text phone 08001 03000 410410

More information can be found in the KCC Customer Feedback Policy located on Knet.