# PROCEDURE FOR MIND OF MY OWN

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**Why Mind Of My Own?**

1. **How do you think the app will benefit your staff and managers?**

It will support dialogue with young people and children. A true reflection of the child’s voice in assessments and documentation.

A safe space that supports relationship building

1. **How will the app help empower children and young people in your organisation?**

It gives them a voice and a sense of independence. Puts them in control of their information, emotions and feelings.

1. **If you could tell staff one thing about why you have bought the app what would it be?**

For all of the above reasons – to make our practice with vulnerable children and families impactful and effective; in turn better outcomes for children and families.

**Mind Of My Own Champions**

**Fran Hughes** and **Marion Meyers** Practice Development Advisors Children’s Social Work Academy and **Amanda Parkin**, Participation team.

**Training**: Mind of My Own Mondays: [Course: Mind Of My Own (learningpool.com)](https://devon.learningpool.com/course/view.php?id=2746)

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| **PROCEDURE FOR SOCIAL WORKERS & TEAM MANAGERS ALLOCATED TO CHILDREN & YOUNG PEOPLE** | | |
| **PROCEDURE** | **DESCRIPTION** | **TIMELINE** |
| **Worker Accounts** | Social Workers with children & young people will have their own worker account and must use this during direct work with children & young people where appropriate. | Within 1 week of completing MOMO training |
| **Training** | All staff will complete a Mind Of My Own training session and ask MOMO Champions or Claire Richardson for support on how to use the apps when needed  [Course: Mind Of My Own (learningpool.com)](https://devon.learningpool.com/course/view.php?id=2746) | Within 2 weeks of joining DCC, or when ongoing support is needed |
| **Introduction** | Social Workers allocated to a child or young person will introduce them to either Mind Of My Own One or Express (as appropriate) as a way for them to participate and have their voice heard. | By second visit |
| **One Accounts** | Social Workers will help young people setup their own ‘One’ account to use independently if they are able to. | By second visit |
| **Receiving Statements**  **Social Workers** | When a child’s statement is assigned to any member of staff, they must download the PDF statement, respond within 48 hours and save the PDF in the child’s case file in Eclipse. If 48 hours lapses, Service Portal will reassign to manager for viewing. | Aim for 48 hours of statement received |
| **Receiving Statements**  **Team Manager** | When an allocated worker has not responded to the Mind of My Own statement, after 48 hours this will be reassigned to the manager for viewing., | Within 48 hours of statement received |
| **Safety Link** | Managers receiving a statement where the Safety Link has been triggered will follow up with the allocated worker to decide if safeguarding procedures apply or urgent action is required | **Immediate response to statement** |
| **Encouraging Use**  **IRO/CP Chairs** | Our **Independent Reviewing Officers (IRO) and Conference Chairs** will speak with children / young people before all reviews and conferences, reminding and encouraging them to use Mind of My Own as a means of participation. | Before all meetings / reviews / conferences etc. |
| **Encouraging Use**  **All Social Workers** | All social workers must encourage young people to use Mind of My Own to prepare for all meetings e.g. reviews, visits, or conferences. Complete a ‘My Wellbeing’, ‘My Life’, or ‘This is Me’ statement will each child in readiness. | As often as possible and before all meetings / reviews / conferences etc. |
| **Encouraging Use**  **Fostering** | Foster carers will be encouraged to support the children in their care to use Mind of My Own to participate in their care planning and decisions. | As and when needed |
| **Encouraging Use**  **Team Managers** | Support staff to book on and attend training.  Regularly discuss Mind of My Own in Team Meetings and nominate a Mind of My Own Team Champion | Monthly |
| **Encouraging Use**  **Residential** | Residential staff will use Mind of My Own to help inform their care of the child in all residential meetings. They will continually encourage young people to use the apps to participate in their care planning and decisions. | As and when needed |
| **Quality Assurance**  **Team Managers** | Use supervision to discuss with practitioners understanding and use of Mind of My Own.  Ensure all staff, when being allocated a child has a discussion with them about Mind of My Own and this is logged in the visit/assessment document.  Consider the use of Mind of My Own in audit and dip sample activity. | Monthly |
| **Quality Assurance Service Managers & Heads of Service** | Review use of Mind of My Own in Supervision  Scrutinise use of Mind of My Own on data set from Eclipse  Support service to attend relevant Mind of My Own training.  Identify examples of how it is used well and share in locality meetings. | Monthly |

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| **PROCEDURE FOR BUSINESS SUPPORT MOMO SERVICE PORTAL USERS** | | |
| **STEPS** | **DESCRIPTION** | **TIMELINE** |
| **Assigning Statements** | Statements will be assigned to the correct worker within 3 working hours of being received from the young person. Automated notification of receipt is sent to child or young person from the portal | Within 3 working hours |
| **Re-assigning Statements 1** | If a named worker is absent, the statement will be re-assigned to the worker’s line manager | A maximum of 24 hours |
| **Re-assigning Statements 2** | If a worker does not download the statement they have been assigned within 48 hours, the statement will be re-assigned to the person’s line manager | A maximum of 48hours |
| **Safety Link 1** | If a statement appears in the ‘Safety Link’ list, it will be downloaded and sent to Claire Richardson, Participation Team Leader and the allocated Social Worker. This statement is reviewed by Claire Richardson alongside the Social Worker and where necessary inform Customer Services if a complaint is contained within the statement. | **Immediate** |
| **Safety Link Step 2** | Managers receiving a statement where the Safety Link has been triggered will follow up with the allocated worker to decide if safeguarding procedures apply or urgent action is required | **Immediate** |
| **Worker Accounts** | Service Portal users will monitor and approve Worker Account’s that have been requested, only approving those accounts that are members of staff | Daily |
| **Eclipse** | Upload the statement to Eclipse | **Immediate** |
| **Statements received from unidentified young people** | **Do not** assign the statement. Inform Claire Richardson, Participation Team Leader, as soon as possible | **Immediate** |