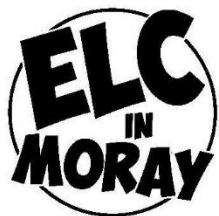


Multiagency Reflective Case Discussion Procedure



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Reflective Case Discussion Procedure for Social Work
Children and Families and Justice Social Work Policy Team

Version Number:	V2	
Approved by:	Child Protection Committee	13/07/21
Effective from:	13/07/21	
Date for Review:	July 2023	
Owner:	Children and Families and Justice Social Work Policy Team	
EIA	Considered	25/05/2023
CRWIA	Considered	25/05/2023
GDPR Compliant	Yes	
FOI Compliant	Yes	
Version Number	History of Amendments	Date
V2	<p>The adopted Grampian RCD procedure was modified to align with Moray's policy suite. Furthermore, the clarification was provided around:</p> <ul style="list-style-type: none"> - single point of contact for requesting an RCD - single agency procedures preceding an RCD - implementation and quality assurance - EIA/CRWIA - applicability and difference to escalation 	08/06/2023

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1. Introduction and purpose

This multiagency procedure supports the implementation of the Grampian Reflective Case Discussion procedure (originally developed by short-life working group headed by the Grampian Lead Nurse Child Protection FNP Grampian) for multiagency reflective discussions for Moray's partner agencies under the direction of the Child Protection Committee. It describes the way professionals in Moray, at all levels, may initiate and/or contribute to such multiagency reflective discussions. The specific aim of the Reflective Case Discussion is to provide an opportunity to practitioners to explore and reflect on complex cases within a multiagency context and to build confidence and knowledge through improved multiagency working.

The development of the procedure is justified by evidence deriving from Care Inspectorate's Significant Case Reviews March 2015 to April 2018 as well as a number of Initial Case Reviews and Significant Case Reviews undertaken in the local authorities constituting the Grampian. Specifically, the learning highlighted the need for professionals to be able to communicate with each other in a way that is understood and that they are open to professional challenge in an endeavour to ensure that there is a collective understanding about the needs and risks for children and young people.

Evidently, professionals need time and space to enable them to collectively reflect on challenging cases that they are working with. Agencies have various case supervision models that allow a practitioner to reflect with a supervisor on a one to one basis, and this allows for professional development and agency assurance about how we work within the systems and processes that ultimately ensure the best outcomes for children and young people. To complement such single-agency processes, a multi-agency procedure was developed to provide an additional layer of opportunity to support practitioners to explore practice issues from a multi-agency perspective. Specifically, it facilitates the:

- Exploration of the complexities of a case
- Sharing of personal and agency knowledge and understanding of the practice issues that the case has posed
- Challenging of facts and assumptions

It is important to note here, that a Reflective Case Discussion meeting is not a decision-making forum.

Aligning with the above, a reflective case discussion may be appropriate when a case is:

- complex and
- for unknown reasons, it does not seem to progress

This procedure corresponds with but is distinct from the Multiagency Escalation procedure. Firstly, the Escalation Procedure is appropriate when professionals have a clear understanding of issues or concerns around the case; as opposed to this, invoking the Multiagency Reflective Case Discussion procedure may be appropriate when a case is complex, does not seem to be progressing for unknown reasons and professionals wish to come together to support each other in understanding the case.

Finally, a Reflective Case Discussion Meeting is not a decision-making forum, whereas it is likely that decisions for the case will be made as part of or result of their escalation.

It is also worth highlighting that Reflective Case Discussions are distinct from formal Learning Reviews, which are carried out to identify learning from cases where a child or young person has died or experienced significant harm or neglect. A Learning Review is conducted under separate processes under the governance of Child Protection Committees.

2. Scope

This procedure applies to all staff at under the direction of the Moray Child Protection Committee and is expected to be employed from 1/07/2023. Any additions or potential exemptions to the procedure will be considered on an exceptional basis by the CPC's Child Protection Implementation Group, and with agreement from CPC.

Reflective Case Discussions do not replace single agency Supervision processes; rather, they provide an additional opportunity for facilitating reflective practice. Standard information sharing agreement apply.

3. Steps of the procedure

3.1. Initiation

Any practitioner from any of the partner agencies (Social Work, Police, Health, Education or Third Sector) can request a multi-agency reflective case discussion (RCD) following discussion and agreement with their line and team manager or equivalent.

This process (summarised in Appendix 1) is as follows:

- Case is explored in single agency supervision: it is discussed with line manager/child protection lead. Areas meriting further, multiagency exploration are identified. These can relate to the wellbeing or protection of any child or young person, regardless of legal status or age.
- The practitioner/their first line manager discuss and agree the need for an RCD with second line manager
- Once an agreement about the need for a RCD has been reached:
 - o The practitioner alerts the Team around the Child that a RCD has been requested
 - o The practitioner/their first line manager completes the RCD form (Appendix 2) and sends it to the Independent Reviewing Team (reviewingteam@moray.gov.uk)

3.2. Allocation of facilitator and preparations for the RCD

Upon the receipt of the form, the Reviewing Team will screen the request in terms of suitability, particularly in the light of criteria for Multiagency Escalation, Learning Reviews, and Child Protection Procedures (discussed at length in section 1). Furthermore, the Reviewing Team will identify and contact a facilitator who will organise and undertake the reflective discussion. The facilitator will be

a professional who is experienced and skilled in delivering case supervision and does not have any involvement in the case.

Once contacted, the facilitator will set up the RCD meeting by inviting the team around the child to a meeting (online or in person). In some cases, it may be relevant to invite a topic specific expert to support the team learning around a specific issue (e.g. Paediatrician) to support specific learning around a complex issue.

3.3. The meeting

The facilitator will begin the meeting by outlining shared 'ground' rules that will include issues of confidentiality. They will also highlight the purpose of the meeting:

- To support practitioners in dealing with a complex case
- to learn from each other and gain understanding and clarity of complex issues that are surrounding a case
- to share different views on a case and gain understanding of those views
- It is NOT a child planning meeting or core group.

The meeting will be conducted using a recognised model of supervision (4x4x4) and a range of appropriate tools, such as Kolb's reflective cycle, Discrepancy matrix, Genograms, Ecomaps (Appendix 2).

Practitioners may want to bring the learning they have gained to their own, single agency supervision session to share with their supervisor. However, no client identifier should be brought and recorded.

A record of the meeting will be prepared by the facilitator and shared with all participants for their own professional development records and further reflection of the experience is encouraged to enhance the learning process (Appendix 2).

Any identified multi-agency learning themes are shared with CPC Lead Officer by the facilitator.

4. Quality assurance

Following the RCD meeting, the Children and Families and Justice Social Work Policy team will send out a meeting evaluation form to the participants. These will be analysed and reported on an ad-hoc basis, depending on the number of RCDs taking place.

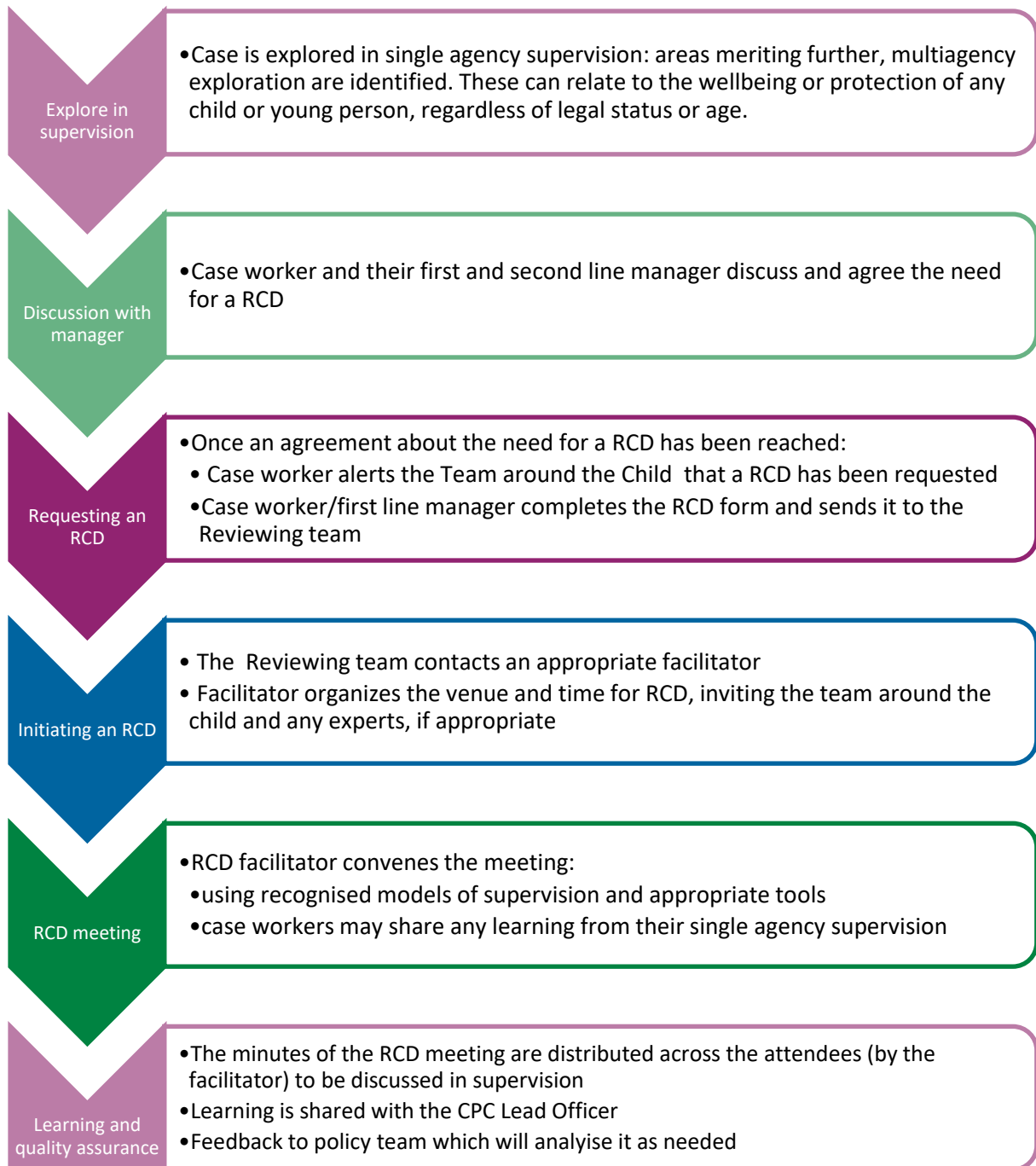
5. Implementation plan

1. Title of document	Multiagency Reflective Case Discussion
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





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2. Owner of document	Children and Families and Justice Social Work Policy Team						
3. What is it? (e.g., new policy, updated policy, guidance etc.)	Revised procedure						
4. Where is it stored?	Intranet of all partner agencies						
5. What is the implementation date/timeframe?	July 2023						
6. Dissemination methodology (e.g. Cascade through snr officers and individual services, team meeting approach, Locality approach, Launch event, Focus Groups, Event based approach, 7 min Briefings)							
Soft launch initially, across the partner agencies: <ul style="list-style-type: none"> - Cascade to first and second line management across the partner agencies Then (as appropriate across the partner agencies): <ul style="list-style-type: none"> - Cascade via senior officers to workforce - Disseminate via team briefings - Child Protection Coordinator Networks 							
7. Stakeholders (audience), their roles and responsibilities							
All practitioners across the partner agencies are stakeholders and their responsibility is to follow the procedure.							
8. Training Needs Assessment							
Nature		Scope		Delivery Format		Resource	
One-off		Single Agency	X	Self-led		Met within existing	X
Ongoing	X	Multi-agency	X	Facilitated	X	Resource required	
Details							
Facilitators may require training and refreshers in the 4x4x4 Supervision model. This is provided on a single-agency or multiagency basis as and when that is needed.							
9. Impact: What would you expect to see as a consequence and where would you look for impact? (e.g. case file reading, recording processes, Focus groups of parents/carers and families, and staff)							
Increased requests for RCD is likely to be a short-term impact of the implementation of this procedure. In the long-term, it is hoped that RCDs contribute to the building staff confidence and knowledge through improved multiagency working.							

Appendix 1 - Flowchart



Appendix 2 - Toolkit

Tool	Embedded document
Ecomap	 Ecomap template.docx
Genogram	 Genogram template.docx
Kolb's Learning cycle	 Kolb's learning cycle.docx
Morrison and Wonnacott's Discrepancy Matrix	 Morrison and Wonnacott's Discrepa
Evaluation of Multiagency Reflective Case Discussion	 Multiagency Reflective Discussion
Record of Multiagency Reflective Case Discussion	 Multi Agency Refelctive Discussion
Request for Multiagency Reflective Case Discussion	 Request for Multi Agency Reflective Disr