

Appendix 2: Action Plan

Name of Service: Papdale Halls of Residence.

Date: 13.12.2024.

Requirements Action Plan

Outcome What do we want to achieve?	Actions How are we going to do it?	Timeframe When do we want this to be completed or next reviewed?	Person responsible Who is doing each action or responsible for ensuring it gets completed?	Where are we now? What have we achieved and what has prevented us from doing what we wanted?
Ensure that clear Child Protection Procedures for staff used in the Service are up to date.	<p>Raise with Corporate Director for discussion at Corporate Leadership Team.</p> <p>The inclusion of the National Child Protection Guidance 2021 which was updated in 2023 is not currently being referred to within the Orkney Inter-agency Child Protection Guidelines 2020 and therefore they require updating.</p> <p>The Protecting Children and Young people in Education: A Practice</p>	Immediate.	Registered Manager.	<p>06.12.2024:</p> <p>The Chief Officer Group agreed the new guidance tabled by the independent Chair of the Public Protection Committee.</p>

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	Guide – document is out of date and does not reflect updates in 2023.			
Ensure effective safeguarding training is in place for all staff.	<p>Continue to provide staff with opportunity to undertake additional Step 2 Child protection Training delivered by Orkney Health and Care as required (every 5 years).</p> <p>Provide the whole staff team with Child and Adult protection refresher training.</p> <p>Ensure Child Protection training is accessed by staff who require to undertake updates, or who are new to the service.</p> <p>Ensure all staff have access to:</p> <ul style="list-style-type: none"> Protecting Children and Young people in 	November 2024.	Registered Manager.	<p>05.11.2024: Care team received annual refresher.</p> <p>11.11.2024: Housekeeping team received annual refresher. Refresher includes the steps which must be taken by all staff who have concerns a child or young person may be at risk.</p> <p>12.12.2024: Places for all staff have been sourced to undertake Child Protection Awareness in 2025. Dates between January and March 2025. Delivered by Orkney Health and Care.</p>

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	Education: A Practice Guide. <ul style="list-style-type: none"> • The Orkney Community Planning Partnership's Interim Child Protection • Guidance this has been superseded by Orkney Inter-agency Child Protection Guidelines 2020. • The national Child Protection Guidance. • This will be covered in refresher training. 			
Ensure Child and Adult safeguarding and protection concerns are reported to appropriate agencies.	The Registered Manager will call and/or submit/follow up with a Child/Adult Protection referral to Duty Social Work on every occasion where concern about a	Immediate.	Registered Manager.	

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	<p>young person has been raised, or to Police Scotland where there may be immediate risk of harm.</p> <p>This will be irrespective of whether a referral has been made by another agency.</p> <p>All referrals to duty social work will be held in the young person's file.</p> <p>The outcome of all child protection referrals made to Social Work will be sought if no feedback has been received within the 7 working day period.</p> <p>All child protection referrals will be shared with the Head of Education.</p>			
The service must notify Care Inspectorate in line	The registered manager will ensure that the service adheres to the Records	Immediate.	Registered Manager.	

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with regulations where there are CP concerns.	that all registered children and young people's care services must keep and guidance on notification reporting (2022).			
Ensure external leaders who play important role in safeguarding make effective contribution to service improvements.	Improvement plans will be shared with senior managers to ensure they have effective opportunity to contribute to improvements in safeguarding. Raise with Corporate Director for discussion at Corporate Leadership Team.	Immediate.	Registered Manager.	06.12.2024: The Chief Officer Group agreed the new guidance tabled by the independent Chair of the Public Protection Committee.

Improvements Action Plan

Outcome What do we want to achieve? Ensure all young people have SMART plans.	Actions How are we going to do it?	Timeframe When do we want this to be completed or next reviewed?	Person responsible Who is doing each action or responsible for ensuring it gets completed?	Where are we now? What have we achieved and what has prevented us from doing what we wanted?
Improve the experiences and support for young people and the care team.				
Provide key workers with a more efficient and detailed structure to support the personal planning process and review.	<p>Review how personal plans are created and reviewed.</p> <p>Provide the whole team with an improved structure, a group reflection opportunity to gather feedback and provide support and guidance to key staff throughout the change.</p>	End of November 2024.	Registered Manager.	<p>29.10.2024: A new template has been created, shared and agreed with those with key working/ supervisory responsibilities.</p> <p>12.12.2024: All young people within the review timescales now have the new Personal Plan template.</p> <p>The personal plan clearly demonstrates individual achievements (positive outcomes) and areas where support has been identified over the previous review period to more accurately capture the young person's wider world.</p> <p>Using the GIFREC wellbeing indicators in a more structured way has enabled a clearer understanding of the support and monitoring required to ensure the overall wellbeing of each young person.</p>
Assess the level of team and individual understanding and	Arrange opportunities to discuss and reflect as a team and/or individually,	Mid December 2024.	Registered Manager.	<p>05.11.2024: Team meeting has provided an opportunity to discuss and reflect. All key</p>

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experience of creating SMART goals. Work as a team supporting each other and sharing knowledge this will provide a consistent and shared approach to SMART planning.	use a case study or a questionnaire to assess our understanding and provide opportunity to learn from other's experiences and knowledge.			workers have been supported in their understanding of creating SMART goals by Registered Manager. All Personal plans containing SMART goals have been reviewed by Senior House Parents and/or Registered Manager prior to completion and signing off by parents and young people. Individual support has been provided to key workers during the planning and review process and has offered further learning/development for key workers.
Seek any additional resources to support a fuller understanding of how to create a SMART plan.	Personal research – lots of resources to use for learning and development.	End of November 2024.	Senior House Parents and Registered Manager.	https://sendlocaloffer.nelincs.gov.uk/smart-targets/
	Request to the Care Inspectorate Inspector to deliver a presentation to the whole staff team.	End of November 2024.	Registered Manager.	Email request was sent to Care Inspectorate lead inspector, who has agreed to get back to Registered Manager in early December 2024.
Medication - Ensure safe administration of all medications.				
Ensure staff responsible for administering, recording, storing and assessing medication have effective resources.	Review the medication risk analysis to enable staff to gather and evidence a more detailed assessment of the young person's skills and knowledge in self-	End of October 2024.	Registered Manager.	29.10.2024: A risk analysis has been created and shared with staff responsible for the administration of medication and supervising. Moving away from a yes/no assessment the analysis supports staff to

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	<p>administration of medication and to better monitor changes in young people's skills.</p> <p>Include the name of medication, date and quantity, purpose and side effects.</p> <p>Change the current format from a yes/no format to a record of the conversation across all questions within the analysis.</p>			<p>gain a clearer understanding to assess the safety of self-administration.</p> <p>Medication and other health information is reviewed in line with the personal plan. All records relating to medication are now held as part of the personal plan and not separately in the young person's file.</p>
<p>A record of all medications, including short-term medications will be detailed within the personal plan.</p>	<p>To ensure staff are aware of the responsibility to record/update personal plans.</p>	<p>End of November 2024.</p>	<p>Registered Manager, Senior House Parents and Key Workers.</p>	<p>The addition of update pages to personal plans and clear instructions to complete all updates is working well.</p> <p>Handover is used to discuss updates on a daily basis, this has proved a valuable tool to ensure all plans are being updated where required.</p>
<p>Record all medications held within the building.</p>				
<p>All young people and their parents will be routinely asked about any new and/or existing</p>	<p>Add this question in to "Safe, Healthy and Nurtured" at every review and record response and</p>	<p>Immediate.</p>	<p>Registered Manager, Senior House</p>	<p>29.10.2024:</p>

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medications at personal plan review (at least every 6 months).	where necessary initiate Medication analysis.		Parents and Key Workers.	Complete - question within Personal plan which parents/young people are required to sign.
Make parents and young people aware of the requirement to inform the service of all medications being brought in, this will include both prescribed and over the counter medications.	Add a statement to the Parent Handbook. Alert through the Weekly Roundup.	End of December 2024.	Registered Manager and Senior House Parents.	01.11.2024: Complete – A statement of medication was shared with parents and young people.
Support, reassure and listen to House Parent's through regularly creating opportunities for reflection, offer and seek feedback and advice and share their thoughts and ideas.	Team meetings, handover, supervision.	Immediate.	Registered Manager and Senior House Parents.	18.10.2024: Supervisors will continue to focus on and support ongoing development of staff through regular supervision, team meetings and handovers.