

Adult Protection and Covid-19 Interim Guidance for Practitioners

Initial Adult Protection Case Conferences:

- Case conferences should be held remotely by using tele-conference or video-conference technology unless in very exceptional circumstances. Ultimate operational decisions need to be taken on a case by case basis, with the chair being consulted on levels of discretion and personal and professional risk taking in any instances whereby social distancing advice is not being followed. All chairs should now have access to the Microsoft Teams platform and this can be used wherever practicable (see Appendix 2).
 - If a virtual 'attendee' does not have the access to secure video-conferencing the chair will receive phone calls and communicate with the group, or they can phone in to the chair during the virtual meeting via teleconferencing.
 - Safety assessments will be completed by the key worker and distributed by the Chair by electronic means. The Chair should be assured that any distribution of this information is secure and appropriate.
 - When using tele-conferencing or telephone the Chair needs to be assured that the person at the other end is appropriate and that calls are being made from a secure and discrete environment.
 - Individuals (service users and carers etc) who use video or phone conferencing will be asked to check that their personal home devices are as secure as possible and have secure and pass-worded Wi-Fi.
- See **APPENDIX 1** for further detailed guidance on managing case conferences remotely.
 - See **APPENDIX 2** for further guidance on using Microsoft Teams for video-conferencing.

Adult Protection Reviews:

Reviews should follow the same model as the initial APCC above. It is recognised that this may need to change in the light of further staff shortages or pressures. A professional judgement will be made by the Chair as to the timing of the review and a date will be added to the diary.

Duty to Inquire and face to face work:

- To be carried out remotely wherever professional judgement decides it is safe to do so using the telephone or video-conferencing.
- The appropriate course of action will be assessed by Senior Social Workers and Senior Occupational Therapists on a case by case basis. Ultimate operational decisions need to be taken on a case by case basis, with the chair being consulted on levels of discretion and personal and professional risk taking in any instances whereby social distancing advice is not being followed, due to the risk identified in particular cases which may deem a direct contact with the individual – by following guidance in relation to distance etc.
- If using the telephone or videoconferencing, consideration will be given as to whether this will put the adult at further risk or not allow for complete assessment, for instance, where the person lives with or is in close proximity to an alleged abuser.
- Professional judgement will need to be exercised regarding the risk to the Adult of not attending against the risk of attending to the person and to staff.
- This decision should be carefully documented and justified on AIS by the manager in question.

APPENDIX 1

Managing Adult Protection Case Conferences and Reviews Remotely

We all need to social distance in order to manage the risk of the Coronavirus. It has been agreed by senior NHS, Council and Police management that this should be done remotely as a default position wherever possible.

This advice pertains to the post IRD situation where the need for an APCC has been agreed. It is purely to support the operational management of remote APCCs and is supplementary to the guidance already sent out. You must read this in conjunction to that advice. Other guidance/timescales still apply.

Steps:

1. Council Officer contacts the AP Business Support team as per usual
2. Invitation list should be given to the AP Business Support Team
3. AP Business Support Team contacts invitees asking who can use videoconferencing and who can be contacted by phone, advising this is necessary to manage the risk of Coronavirus
4. AP Business Support Team sends out videoconferencing invites to professionals
5. Chair is sent list of invitations and who can use which method of communication (videoconferencing or Phone)
6. The chair should have a pre-discussion (at least 2 working days before) with the relevant senior or council officer to inform the chair of the TILS based analysis of risk, how best to structure the remote meeting & whether a review APCC can be by council officer only
7. Any decision to close ASP Risk Management/Measures as always must be by unanimous multi-disciplinary agreement. In the context of remote working this means having a video-conference and/or phone-based discussion in order to capture the complexities of each case that an e-mail exchange may not
8. The Chair agrees time slots with non- videoconferencing participants. Either directly or via AP Business Support.
9. Safety Assessment should be distributed to all participants with secure e-mails and posted to those who do not in advance (usual practice about being mindful of 3rd party confidential information need to be adhered to)
10. Meeting is chaired as per usual but via videoconferencing
11. If there is a minute taker the Chair is very clear as they go along what needs to go in the Safety Plan to the minute taker
12. If a minute taker is supporting via videoconferencing the chair must be very clear to the meeting that the chair will need to advise the minute taker when it is apparent key information must be written down

13. This could be by saying things like 'I need to ask the minute taker to minute...' or 'So, for the benefit of the minute taker could you minute that as Joan is at imminent risk we need a quick time frame' or 'Could we let me ask the minute taker to minute that although the severity of risk is high, it is unlikely so...' Essentially focus on asking the TILS based part of the discussion and action points taken down in the minute
14. If there is to be a phone-based part of the analysis of risk the chair phones round
15. If this is in addition to a minuted videoconference part of the APCC then the chair keeps the minute taker on videoconference so that the phone-based contribution can be summarised to the minute taker and the Safety Plan can be amended
16. At the end of the remote APCC the chair signs off the Safety Plan. If a minute taker is involved the minute taker does this with the chair's verbal consent. If not, then the chair should draft the Safety Plan, send to the AP Business Support team as per usual with the other usual documents. The chair can nominate the council officer or other staff to complete the Safety Plan and minute if there is no minute taker.

Established 19 March 2020
Further Reviews: 01/04/2020

APPENDIX 2

COVID-19 INTERIM ARRANGEMENTS PUBLIC PROTECTION CASE CONFERENCES CHILD AND ADULT PROTECTION

This document is to provide information and guidance on the interim arrangements for holding both Adult and Child Protection Case Conferences, which, due to Covid-19 restrictions, means that face to face meeting are now no longer possible. This document therefore refers to the technology used to hold a case conference using video conferencing tools and does not alter or change any of the existing Child or Adult Protection Guidance and Procedure.

Microsoft Teams

It has been identified that the Council's main video conferencing tool, Skype for Business, although a suitable platform, is not used or compatible with NHS and other partner agencies. Case Conference chairs have therefore been granted access to Microsoft Teams, the platform that the NHS uses and can be accessed from an invitation and does not require the person to have a paid piece of software to link in with – as the case with Skype for Business.

You will shortly be emailed to advise that you have become a member of Microsoft Teams, and that you are either joining:

C&F Review team – for Child Protection Case Conferences

HSC ASP – for Adult Protection Case Conferences

Before accessing Microsoft Teams, review this demo - [here](#)

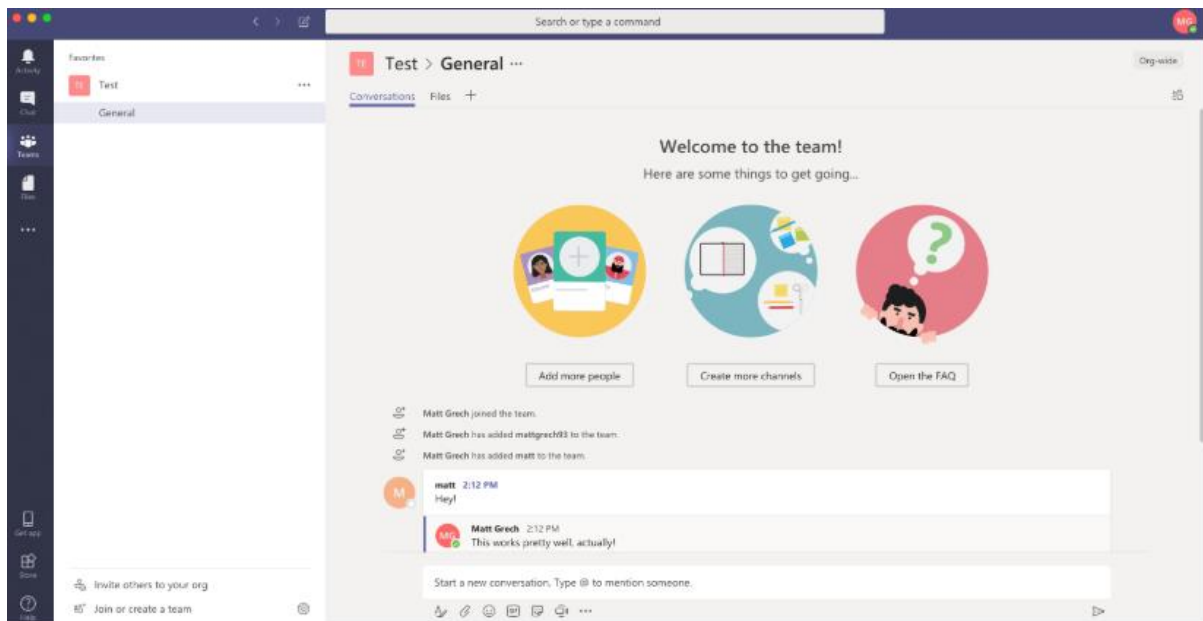
Please remember – this is temporary access to Microsoft Teams due to Covid-19 for its use in video conferencing only. There are many applications that it can be used for, yet that is not its intended use or reason for it being rolled out to you at this time. Please do not use the document sharing applications attached to Microsoft Teams, as we have not been granted permissions to do so.

Accessing Microsoft Teams

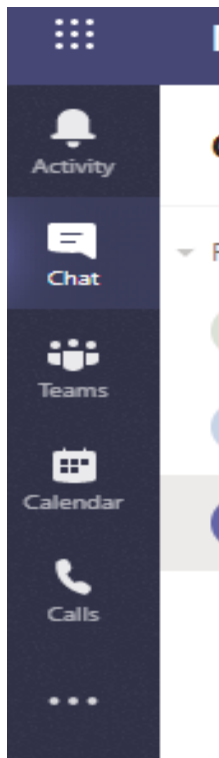
Access Microsoft Teams by entering **teams.microsoft.com** into the web address bar of your browser.

Enter your work email address as prompted.

This will load up the Team page that will look like this:

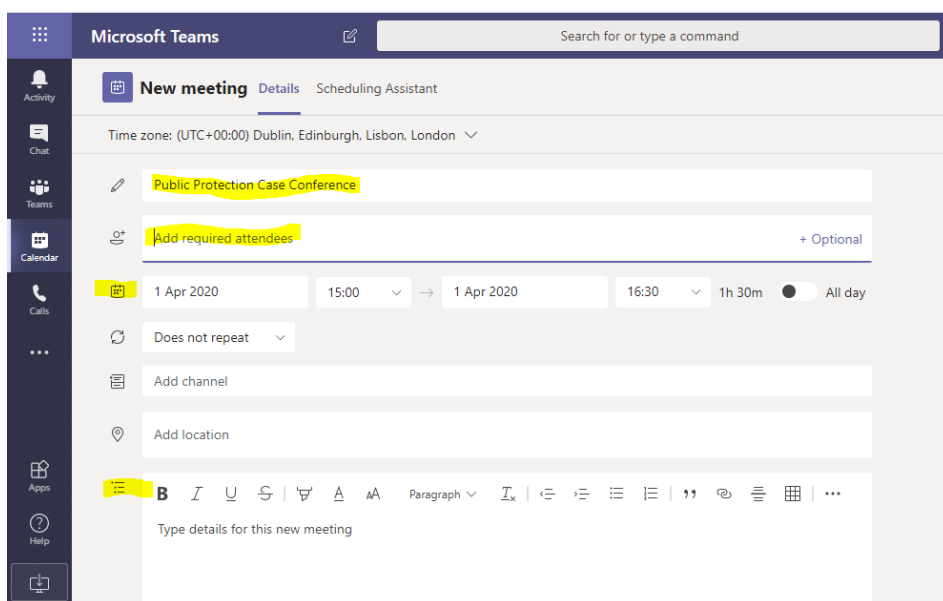


Along the blue bar to the left-hand side, you will see the following icons:



The Calendar icon will be the main place you will be using Microsoft Teams, as this is where you will populate the invitations. The Calendar lifts your Outlook calendar, so you can easily see where diary space and conference time is available.

The Calendar then has the same features as Outlook invites:



The areas highlighted are the only ones that require entry against them:

Title of meeting

Invitees – email addresses for all invitees

Date and time

Inserted information – copy of normal invitation letter or reduced version

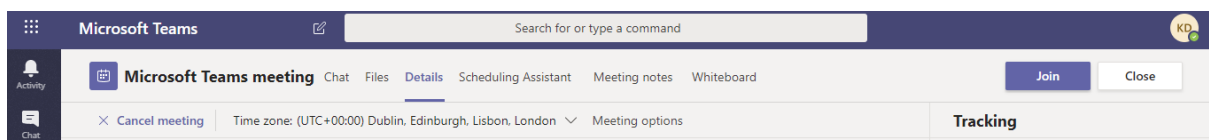
Once this has been completed, the invite can be sent by pressing save, which in effect sends the invite. The email invitation has the link embedded in it:

[Join Microsoft Teams Meeting](#)

[Learn more about Teams](#) | [Meeting options](#)

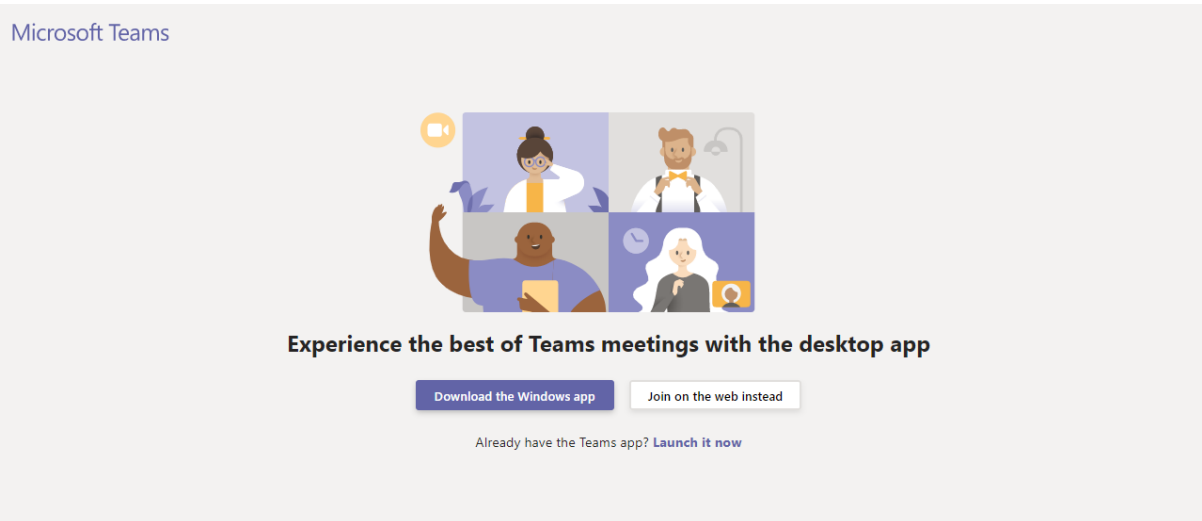
Accessing the meeting

As the meeting organiser (that is why the chair is sending the invite, as otherwise Business Support become the organiser) you can access the meeting through your calendar by clicking on JOIN at the top right corner:



Attendees enter the meeting via the embedded link that was sent.

This ought to bring them to this screen



This allows people to access via the web. However, this appears to be the case only if accessing via a laptop or desktop computer. Mobile phones – Android or i-Phone – will require the person to download the [Microsoft Teams app](#). This is not ideal and does carry the risk of creating a barrier to involvement and participation. However, with the app installed the individual will be able to be fully participate in the video-conference.