

Full Risk Register

Risk Register - Operations

Current Risk Level Summary

Green 0 Amber 0 Red 3 Total 3

Current Risk Level Changes

0	0	0	0	0
0	0	0	1	2
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

Risk Ref	Risk Title and Event	Owner	Last Review da	Next Review
OPS0003	Recruitment and retention of AMHPs is a national and local challenge. Uptake for new staff to undertake AMPH training is relatively low and retention ca often be a challenge due to the demands of the role. There is a risk that the AMHP service cannot allocate MHA assessments to AMHPs to coordinate and complete in a timely way this puts service users and carers at risk. It also damages the reputation of the service and KCC	Helen Burns	24/09/2021	24/12/2021

Cause	Consequence	Current Risk	Previous Current Risk	Control / Action	Control / Action	Target Date	Target Risk	
	The failure to meet immediate and longer term statutory duties under the Mental Health Act could result in risks to service users and others. recruitment and retention of AMHPs is a national and local challenge.	High 20 Major (5) Likely (4)		<ul style="list-style-type: none"> Assessments are carried out by mixed role AMHPs on a rota basis as well as dedicated AMHP within the service to support pressure across the AMHP service. Mixed role resource has been reduced due to capacity issues within the community teams. A report will be taken to SMT to request for an agreed date of increased rota capacity and agree minimum levels of resourcing. SMT will also be asked to identify future AMHP cohort for 22/23 to begin to prepare that cohort for their portfolio evidence. Attendance of 11 employees at the recent AMHP information session will be tracked and followed up to identify the conversion into applications. All referrals into the Kent AMHP Service are RAGed and allocated on need and timeframes left on any current detentions Information sessions take place twice a year to provide staff an overview on the AMPH training programme and encourage the right staff to undertake the training. 	Helen Burns Helen Burns Helen Burns Helen Burns	A -Accepted Control Control	26/11/2021 31/10/2021	Medium 12 Significant (3) Likely (4)

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			<ul style="list-style-type: none"> • The AMHP operational protocol advises staff of how to escalate if the number of AMHPs available cannot meet the demand • Kent AMHPs are supported within their AMHP role through peer and group supervision and other quality assurance measures that allow AMHPs to feel supported in a demanding role. • All vacancies have been recruited to in the dedicated service however 2 roles are on maternity that require back fill with additional shifts which can be sourced within the workforce and funded through budget. • Existing AMHP remuneration was reviewed and increased in August 2020. There is currently a recruitment campaign underway to try and attract AMHPs to the Kent AMHP Service as the remuneration package is now more favourable in comparison with other local authorities • There is a minimum number of AMHPs required for each shift. If the rota is not able to establish this number then extra work will be offered to AMHPs through either payment for additional shifts or payment for an additional assessment. Gaps in the rota are identified at the time of rota compilation and when any changes are made. This means that shifts can be covered in advance where possible • Flexible working opportunities are provided to AMHPs to encourage their ongoing commitment to the role. 	Helen Burns	Control		
				Helen Burns	Control		
				Helen Burns	Control		
				Helen Burns	Control		
				Helen Burns	Control		

Review Comments

Reviewed with Helen Burns on 24/09/21. Whilst recruitment to vacancies has been positive the capacity issues in the mixed role rota continue to cause pressure in the service and planning for future mixed role capacity is underway.

24/09/2021

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Risk Ref	OPS0005	Risk Title and Event	Owner	Last Review da	Next Review		
		Deprivation of Liberty Assessments	Maureen Stirrup	17/08/2021	17/11/2021		
Significant demand on the service to complete DoLs assessments following a Court decision impacting on all Councils. Delay of LPS until April 2022.							
A risk that service users in community settings are not being assessed in accordance with statutory requirements .							
Cause	Consequence	Current Risk	Previous Current Risk	Control / Action	Control / Action	Target Date	Target Risk
	Some services users may be living in circumstances where their liberty is being unreasonably restricted. Potential breach of 14 day assessment timeline, therefore leaving KCC open to legal challenge.	High 20 Major (5) Likely (4)		<ul style="list-style-type: none"> Funding for 15 new best interest assessors has been agreed in adults with training to commence in December, those staff will be ready to practice at the end of March 22. Project planning for LPS is underway and a timeline of activity is set out. Project Manager is in place. Task and finish groups will be established as part of the project once code of practice has been issued, and it will report on progress to SMT. Volume and current processes for Community DOLS are being scoped to understand the implications this may have once the changes in legislation take effect. A business case was presented to the Director of north Kent summarising the requirements for additional resource following temporary provision. A bid was placed and approved under the contain outbreak management fund and £431k was awarded on 1 September 2021 and will go towards temporary resource and preparation for the legislation changes on 1st April 2022 Twice a month performance meeting are in place to monitor the activity, forecast and align resources. 	Maureen Stirrup A -Accepted Maureen Stirrup A -Accepted Maureen Stirrup A -Accepted Maureen Stirrup Control	31/03/2022 31/03/2022 31/12/2021 31/03/2022	High 16 Serious (4) Likely (4)

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			<ul style="list-style-type: none"> • New Pathways have been introduced to support more proportionate assessment for service users and what was referred to a backlogged is now monitored on a quarterly basis to see if the circumstances for the person have changed. At this point cases can be re prioritised as necessary. • The capacity for authorisations has been expanded and all service managers are to be part of the rota system. • Project resource has been agreed to support implementation of recommendations from the Local Government Ombudsmen report . 	Maureen Stirrup	Control		
				Maureen Stirrup	Control		
				Maureen Stirrup	Control		

Review Comments Reviewed controls and actions on 12/08/21
 17/08/2021

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Risk Ref	OPS0059	Risk Title and Event	Owner	Last Review da	Next Review		
		Complex systems that Mental Health Act Assessments work within cause stress and delays.	Helen Burns	24/09/2021	05/11/2021		
<p>There is a risk that the delays and frustration of the systems that AMHPs work in add to the delays fore MHA assessments and increase stress levels for AMHPs</p>							
Cause	Consequence	Current Risk	Previous Current Risk	Control / Action	Control / Action	Target Date	Target Risk
Mental Health Act Assessment is reliant on many partner organisations and systems to ensure that the assessment can be undertaken and many of these systems cause delays and additional stress for AMHPs	There is a risk that the system challenges will increase risk to service users and carers and lead to staff stress causing sickness and poor retention.	High		<ul style="list-style-type: none"> System challenges are logged each shift and raised individually with the appropriate partners. Escalation protocols are in place. Service user's waiting for assessment, particularly those in the community have a plan agreed with the referrer to assist the service user and carer whilst the Mental Health Act assessment is being scheduled. Daily Liaison calls are in place with the Mental Health Trust to review bed availability. All partners are included in a section 136 Improvement Group where system issues can be escalated as a whole system. A new forum to review individual cases and the delays across the system has been implemented and will be attended by Team managers to discuss and escalate issues. A new forum focusing on pathways has been created and is attend by Team managers to support partnership working. 	Helen Burns	Control	Medium
		16			Helen Burns	Control	9
		Serious (4)					Significant (3)
		Likely (4)			Helen Burns	Control	Possible (3)
					Helen Burns	Control	
					Helen Burns	Control	
Review Comments	Reviewed on 24/09 with Helen Burns. No movement in the system but new forums have been created to support pathway and individual case review. To monitor frequently any changes due to bed availability issues. 24/09/2021						