Exploring coordination of care for children with exceptional healthcare needs

Audit & analysis of case-note findings

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Explore existing care provision in order to highlight the strengths and gaps in coordinated care.
Key themes

* A Lead Professional to coordinate care
* Implications of early coordinated support
* Aspects of joint assessment and planning for children’s needs.
“Wherever children live or whatever their needs are, children should have access to the right kind of help, from the right people and at the right time”

Scottish Government (2012)
Literature review

ccnuk
Care Co-ordination Network UK
The key working charity

A guide to
Getting it right for
Every child
June 2013

CEN
National Managed Clinical Network
Children with Exceptional Healthcare Needs

Better Health, Better Care
This guide is to support nurses to become more effective in their work.
What the literature says

* One person to coordinate care

* “Families should have one person who acts as their main point of contact and collaborates with professionals to ensure access to and delivery of services”
* Families often have to navigate their own way through different systems (McSadden et al, 2012)

* Parents often have to coordinate services themselves which can add to an already huge burden of responsibility (Hewitt-Taylor, 2004)
Various terms

- Named person
- Key Worker
- Care coordinator
- Lead Professional
Key to success

• Understanding of the care coordinators role
• Parental perspectives
• Value placed on the role
• Organisational culture
• Professional background of care coordinator

• Greco et al (2006)
Methodology
Advantages

* Provides a picture of care provision over a given period
* Uses data already collected as routine service delivery & monitoring
* Unobtrusive
Retrospective case note audit

Limitations

* Can’t ask further questions
* Challenges in reviewing documentation
* Relies on a level of subjectivity
Population

* Children identified as having exceptional healthcare needs
* Pre-school age
Multiplicity of case notes
Audit Tool
Key findings

* Identification of a Lead Professional
* Which professional in the role?
* Staff, children and their families knowing who the Lead professional is?
Is a Lead Professional identified?

- YES – for seven out of eight children

- Information about the Lead Professional variable in different case notes.
“The Lead Professional is the person within the network of practitioners supporting the child and family who will make sure that different agencies act as a team and the help they are all offering fits together seamlessly to provide appropriate support for the child and family” (Scot Gov, 2012)
Professional background

- Public Health Nurse
- Community Children’s Nurse
- Family Key Worker
- Learning Disability Nurse
- Community Paediatrician
- Social Worker
Focus on child’s developmental trajectory
Knowing the Lead Professional
Responsibilities for leadership

* “the Lead Professional is the critical point for communicating and supporting the child and their family to ensure their views are central to the care planning process” (Scottish Government, 2012)
Recommendations/discussion

- Further clarity in guidance
- Exploration of desired knowledge and skills for a Lead professional supporting children with exceptional healthcare needs
- Examine current support systems for LP role
- Develop job description
References


References
