



Family Nursing & Home Care

Standard Operating Procedures

**Multi Agency Safeguarding Hub (MASH)
Health Processes**

4 May 2022

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Version Control / Changes Made

Date	Version	Summary of changes made
February 2022	1	New SOPs

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Introduction

The best local safeguarding arrangements are developed from a shared vision and shared values. It is about all agencies involved being ambitious to secure the very best responses to children at risk of harm in their community.

The Multi-Agency Safeguarding Hub (MASH) has been set up to enable the sharing of information between services so risks to children can be identified at an early stage. The Children and Families Hub encompasses the MASH Hub.

The Children and Families Hub provides information, advice and support for families and young people. The aim of the Hub is to ensure the right help is given, at the right time. This may involve some advice on the telephone or a one-to-one consultation, or triage to other services that can help families.

The MASH is where there are safeguarding concerns regarding a child/children who may need additional intervention and support beyond the scope of the Children and Families Hub.

Multi Agency Safeguarding Hub – Health MASH.

The role of the Paediatric Liaison/ Health MASH Representative within MASH is to ensure that relevant health information is accessible within the multi-agency safeguarding hub which will be used to assist decision making about safeguarding children and young people. This is achieved by:

- collating relevant health information, stored on a number of different health systems; Trakcare, care partner, care plus and EMIS
- gaining information through liaison with relevant health colleagues by means of contact/requesting for health information
- analysing health information in the context of the safeguarding referral
- providing a timely response dependant on risk rating

Processes within the Children and Families Hub/Multi Agency Safeguarding Hub (MASH) are designed to enable timely and appropriate information sharing. This will mean that children, young people and their families are offered the timely, proportionate and, where necessary, statutory interventions to improve their health and wellbeing and reduce their risk of coming to significant harm.

Further information regarding the Children and Families Hub and MASH can be found on <https://safeguarding.je>.

SOP 1 Email requesting information received into MASH Health Inbox

Purpose

This SOP outlines the processes to follow when an email is received into the MASH Health Inbox, requesting information gathering

Scope

This SOP applies to any member of staff who undertakes this procedure

Core Requirements

- Email received into MASH health inbox
- Record on spreadsheet:
 - Full name of first child only
 - Date and time received
 - Rating AMBER or RED
 - Category of concerns (see appendix below)
- Check all family member's details on Trakcare to confirm DOBs and recorded GPs - family members may have different GP's. If DOBs are different to information request form please notify MASH Enquiry Coordinators-449212/449218 immediately as they may need to amend information request form and resend out
- Once GP/s located call Surgery/surgeries to confirm that clients are registered with them. However if this is difficult and there is a long waiting time, use the GP information from Trakcare
- If children have combined ages information request may be required to both HV teams and School Nurses. Consider if Safeguarding Midwife or Special Needs Nurses also require an information request - case by case
- Email information request form to confirmed health colleagues, including the information as set out in Appendix 1. Health Visitors email HV@fnhc.org.je School Nurses email is schoolnurses@fnhc.org.je

- Record on spreadsheet time and date that request information to health virtual partners and the number of people researched
- Open Mosaic and open MASH health incoming icon, locate case and click to start work. Ensure enquiry details are read, if any further details or clarity needed discuss with MASH manager/Social Worker
- If you consider Rating or decision by MASH to request information to be wrong please discuss with MASH manager/Social Worker to agree plan ahead
- Check case history tab to establish if any previous information gathering has been completed - if so research only needs to be started after this date, however make reference to the previous research in your summary and signpost the reader to the previous dates
- Create a word document and title with surname of family
- Research Trakcare, and Care Partner (if you have access). Write in plain English explaining medical words/diagnoses and complete family template ensuring all family details are included, as below:
 - Name, DOB:, URN number
 - Recorded GP
 - Trakcare information
 - Care Partner
- **Repeat as necessary for all family members**
- If virtual partner information is received whilst completing the health report please cut and paste this information directly into your health feedback
- Comment/recommendation: please ensure the analysis and summary of risks and resilience are included in this section and the rationale for decision made
- Save document under child's surname in a secure file (temporary)
- Cut and paste completed whole health report into MASH Health response box ensuring all sections are completed and finalised. Do not wait for case notes from partners
- On the spread sheet record date and time that health report was submitted and who completed it, please add here, if there was a delay in submitting and what the reason for this.
- Check MASH health inbox - if virtual partner information received after health report is submitted please add this information into the child's case notes ensuring all children's boxes are ticked. Once this information added the email can be deleted
- Move information request email to the folder related to correct month.

SOP 2 Outcomes received into MASH Health Inbox

Purpose

This SOP outlines the processes to follow when an Outcome is received into the MASH Health Inbox

Scope

This SOP applies to any member of staff who undertakes this procedure

Core Requirements

- Outcome received to MASH Health inbox
- Check on the spread sheet who was asked for the information - these are the virtual partners that require this information back for their records, once information is forwarded to virtual partners please move outcome into the correct folder which will state month and outcome.
- If you do not agree with the outcome decision please discuss immediately with MASH manager and follow the escalation procedure if considered appropriate
- If agreeable with the outcome, forward email to all appropriate virtual partners, including Safeguarding Midwife or Special Needs Nurses if indicated
- Record outcome on spreadsheet and that outcome has been sent to virtual partners
- Email spread sheet to Health mash inbox at the end of each shift, this will allow handover and details to be seen straight away by the following staff to continue.

SOP 3 Adding Virtual Partners Information to Case Notes

Purpose

This SOP outlines the processes to follow when adding information to case notes that have been received from virtual partners eg school nurse/HV/GPs

Scope

This SOP applies to any member of staff who undertakes this procedure

Core Requirements

- Highlight all of virtual partners information within email
- Locate child on Mosaic using either name or DOB
- Click onto case notes, then add and ensure appropriate child's box is ticked (usually all children unless specific to child)
- Copy and paste information into case note box and tick 'finish and save'
- Reply to email to say confirm receipt of information and delete email

Appendix 1 Information Request Email Template

Ensure that the following information is included in requesting email; amend/delete as relevant

Good afternoon/morning,

Please see attached information gathering request form. GP s please note that child and Mother are registered at Route Du Fort, Father is registered at Clifden Surgery-
please share for your clients only.

This case has been rated AMBER- due to be returned within 24 hours = **12pm tomorrow**
This case has been rated RED - due to be returned within 4 hours = **4pm today**

AMBER- Mash enquiry came in at 12pm today and will be due at 12pm tomorrow (delete)

RED – Mash enquiry in at 12 pm today and will be due at 16.00pm today (delete)

Please complete attached form by typing in information and return to this email address Health-MASH@gov.ie

Please do note hand-write or scan the document as we are unable to safely attach to the MASH IT systems

Kind regards

Signature