

Protocol 4

Interagency Care Plan Meetings

Outcome

- A. The interagency care plan is updated reflecting the service user's current needs and detailing the supports being provided.
- B. Enhanced service user involvement.
- C. Enhanced inter-agency working.

Key Processes

1. An interagency care plan meeting is any meeting which takes place between two or more agencies involving the service user in relation to the development or progression of the interagency care plan of a service user.
2. The general purpose of a case meeting is to support service user involvement, review progress and ensure clarity in relation to the interagency care plan and to foster a co-ordinated approach among agencies, ensuring sufficient supports and reducing duplication.
3. While not all interactions between services may require an interagency care plan meeting or the involvement of the service user, there are some circumstances in which it is essential although it is recommended that services try and address contentious issues (such as where services have divergent views on progressing care plan or determining the lead agency) without involving the service user at first:
 - a. a lead agency/case manager cannot be agreed
 - b. there is a transfer of case management roles between services
 - c. there is a divergence of views on progressing the interagency care plan or appropriate interventions cannot be accessed
 - d. the service user has requested it for a specific purpose
4. The case manager should prepare the service user for the meeting and outline the purpose and aims of the meeting to all the services involved.
5. Persistent lack of engagement by any service with the interagency care plan process including at meetings should be managed through the Gaps and Blocks process.

6. The case manager takes responsibility for both chairing and recording care plan actions.
7. As soon as possible after the meeting the case manager should circulate the outcome of the meeting and any actions arising and enter decisions and actions on the care plan.
8. Any change of lead agency/case manager should be managed by a three-way handover meeting to support the service user and to discuss actions on the interagency care plan with written follow up setting out any revisions to the interagency care plan.