

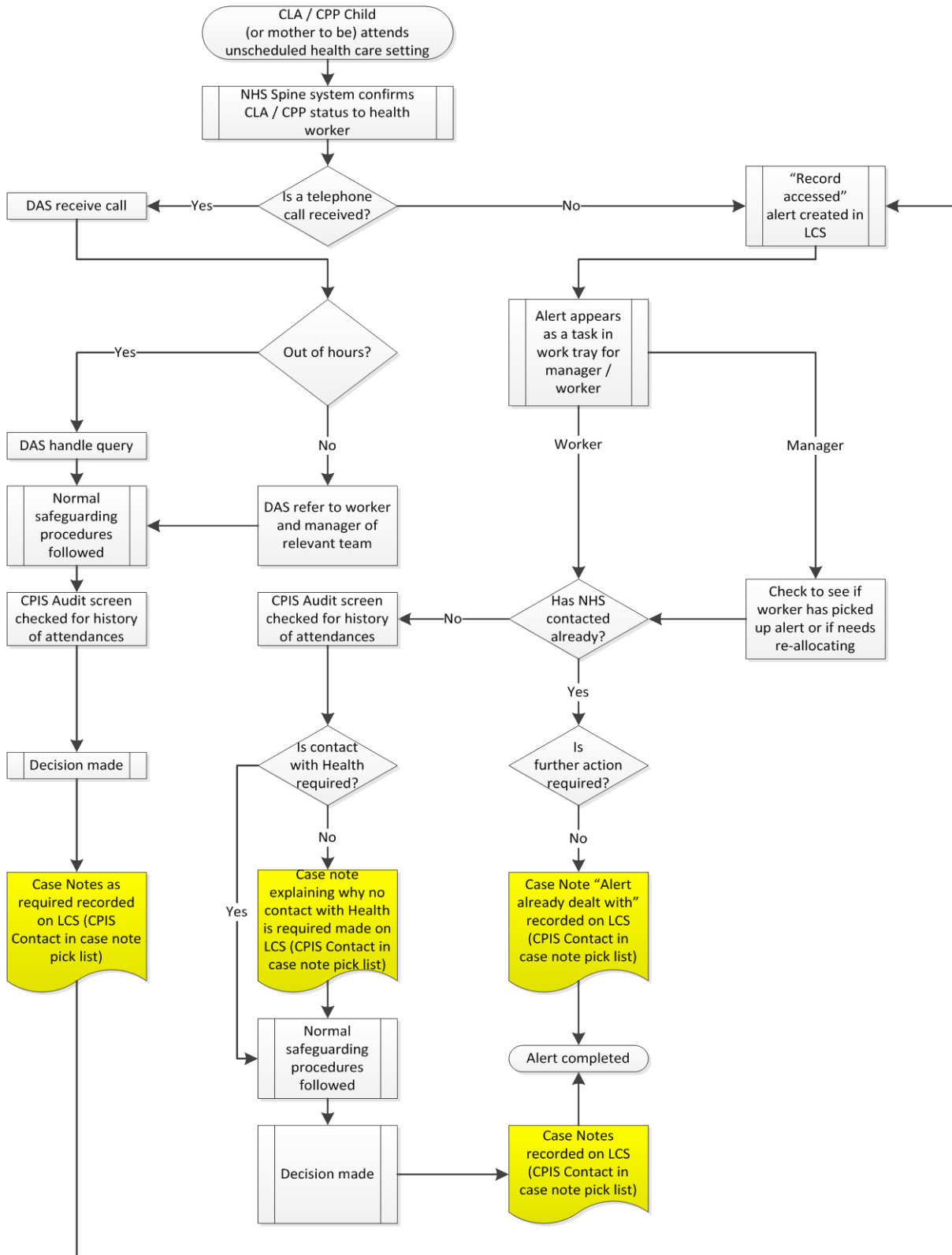
# Child Protection Information Sharing (CP-IS) Guidance for Social Care Practitioners

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Version Control: 4.4 Final

# General Process



## Introduction

The Child Protection Information Sharing project (CP-IS) is being implemented nationally by Health with Local Authorities.

CP-IS is the bridge for information to flow between the NHS and the Local Authority. It allows the NHS via their own systems to check if a child who attends an unscheduled care setting has a Child Protection Plan (CP) or is a child looked after by the Local Authority (CLA).

Every time the NHS checks for this information, an alert is sent to the child's file to show that the record was accessed.

The way that records are matched between health and social care systems is by using NHS numbers as the key identifier.

## Unscheduled Care Settings

NHS unscheduled care settings who will be able to see the information are:

- emergency departments
- walk-in centres
- out of hours GPs
- minor injuries units
- paediatric wards
- maternity units
- ambulance services.

## Child Protection Information Provision

Whenever a record is updated by the Children's Social Care teams, it triggers an automatic update of the CP-IS service within 24hrs and subsequently provides NHS healthcare workers with the latest CPP/ LAC status for a child. The Children's Social Care team update, will either;

- Give new CPP/ LAC information for a child
- Update any existing CPP/ LAC information already held within CP-IS.
- Give notification to remove the CPP/ LAC information held within the CP-IS service

## What the Health Worker will see

Through the CP-IS service, the CPP/ LAC information is retrieved by NHS healthcare workers who have the appropriate permissions to do so is shown as follows.

A typical screen will look like this to the healthcare worker:

The screenshot shows a web browser window titled 'NHS Summary Care Record - Child Care Alert - Windows Internet Explorer'. The page header includes 'Find a patient', 'Help', 'Print', and 'Exit' on the left, and 'Summary Care Record' with the NHS logo on the right. Below the header, patient details are listed: 'Nic-Qtp-Donotuse XXTESTPATIENTRDTK', 'DoB: 04-Aug-2003', 'Male', 'NHS: 999 027 6579', 'GP Practice: Y90206', and 'Address: C/O NPFT TEST DATA MGR, PRINCES EXCHANGE, PRINCES SQUARE, LEEDS, WEST YORKSHIRE, LS1 4HY'. The 'Child Care Alert' tab is selected, showing two sections: 'Current Child Protection Information' and 'Child Protection Information Previously Viewed By'.

Type of Plan	Start Date	End Date	Responsible Local Authority	Emergency Duty Tel Number	Office Hours Tel Number
Child Protection Plan	15-Feb-2014	10-Oct-2014	HSCIC	tel:0734577777	tel:0207527200
Looked After Child	14-Feb-2014	10-Sep-2014	HSCIC	tel:0734577777	tel:0207527200

**Child Protection Information Previously Viewed By**

This table outlines the date, healthcare worker and care organisation where a child's protection plan or looked after child's status has been accessed. Please note the information viewed is not necessarily the same as the current information shown above, as the Child Protection Information may have changed over time.

Date & Time	Viewer's Name	Role	Organisation
29-Sep-2014 11:14	Mr Burnett	Systems Support Access Role	NHS CONNECTING FOR HEALTH
11-Sep-2014 11:34	Mrs Wemyss	Consultant	XXX DO NOT USE XXX TEST GP PRACTICE 08
05-Sep-2014 15:21	Mrs Wemyss	Consultant	XXX DO NOT USE XXX TEST GP PRACTICE 08

CONFIDENTIAL: PERSONAL PATIENT DATA accessed by BURNETT, Thomas - Systems Support Access Role - NHS CONNECTING FOR HEALTH Version: 1.2.0.0.20.20140926155428

Whenever information shared through the CP-IS service is accessed, the NHS healthcare worker will be able to see details of previous access. An alert will also be sent to the allocated Children's Social Care team with these details.

The detail will cover:

- which child's record was accessed
- which NHS healthcare worker accessed the CPP/ LAC information
- when the child's record was accessed
- from where the child's record was accessed

It will also provide both the NHS and Local Authorities with;

- supporting background information about the child's circumstances
- an overview of their clinical attendances (frequency and potential variety of location)
- an opportunity to intervene on the child's behalf at an earlier stage

It does enable professionals to consider, for that child, any reasons or implications for that child - especially where frequent attendances have been made, or if the information has been accessed at several different locations

## Alerts to Social Care Practitioners

Whenever the CP-IS service has been accessed, an alert will be sent back to the child's file.

The alert will contain

- Details of the child
- When it was accessed
- Who accessed it
- From where it was accessed,

The CP-IS service doesn't explain why information was accessed. It simply shows that it has been.

The CP-IS information will advise that a child with child protection information had been seen within a clinical setting, potentially from any unscheduled care setting within England.

Workers should assess the significance of this information. Any isolated incident may not be of immediate interest, but the intention over time will be to build a picture of all the times that an NHS healthcare worker had cause to look at that record. It could be that the social care worker would be informed of multiple attendances across a wider geographic area, within a short period of time, which may raise suspicions about the reasons for this.

Any current communication channels between health and social care teams will continue unchanged, e.g. picking up the phone and sharing and recording any information where applicable. This extra channel of information sharing helps to support professionals working together to safeguard children and young people. For example, an NHS healthcare worker will be able to immediately verify the child protection status of a child and:

- qualify/validate any concerns about a child's welfare
- highlight any child protection information to support a diagnosis or treatment and also trigger any safeguarding conversations with the appropriate LA
- quickly provide the NHS healthcare worker with details of which Local Authority to contact in any follow up discussions

## CP-IS Access Alerts

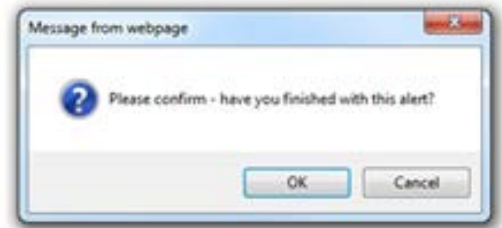
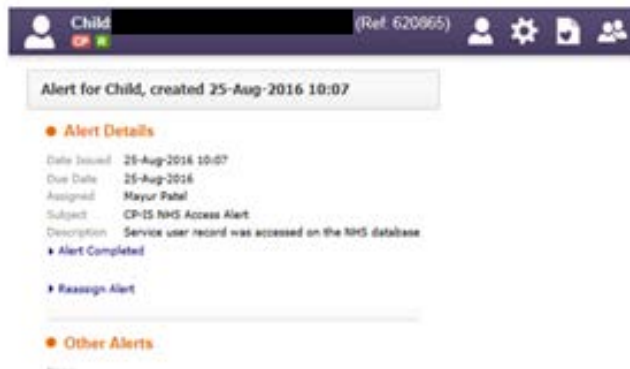
LCS will generate alerts that will appear in the worktrays for the allocated worker and their manager.

The work tray would look like this:

Date Issued	Due Date	Assigned	Subject	Description
25-Aug-2016				CP-IS NHS Access Alert - Service user record was accessed on the NHS database
25-Aug-2016		[Redacted]	[620865]	CP-IS NHS Access Alert - Service user record was accessed on the NHS database
25-Aug-2016		[Redacted]	[Ref: 999940]	CP-IS NHS Access Alert - Service user record was accessed on the NHS database
09-Nov-2016		[Redacted]	[Ref: 413103]	CP-IS Process Error - Unable to trace record on NHS database due to mis-matched data
09-Nov-2016		[Redacted]	[Ref: 617191]	CP-IS Process Error - Unable to trace record on NHS database due to mis-matched data

The worker will be able to view it by clicking into it in their work tray. The Alert Details would then be displayed with Date Issued, Due Date, Assigned, Subject and Description. The worker would then follow up the Alert with a view to completing it once done.

The alert would look like this:



## CP-IS Audit Screen

The child's file will hold a record of all access made by healthcare workers in the CP-IS Audit screen:

Access ID	Accessed At	Accessed By	Job Title	Organisation	NHS Number
1	09-Mar-2017 14:58	Jaspal Panesar	Systems Support Access Role	X09:NHS CONNECTING FOR HEALTH	9990415137
2	20-Mar-2017 10:30	Jaspal Panesar	Systems Support Access Role	X09:NHS CONNECTING FOR HEALTH	9990415137

Clicking on one of the records will show:

**Liquidlogic** LCS Children's Social Care

## **Jaspal Panesar X09:NHS CONNECTING FOR HEALTH**

### **Jaspal Panesar X09:NHS CONNECTING FOR HEALTH**

Accessed At	09-Mar-2017 14:58
Accessed By	Jaspal Panesar
Job Title	Systems Support Access Role
Represents	X09:NHS CONNECTING FOR HEALTH
NHS Number	9990415137

The CP-IS Audit screen should be checked when reviewing a child's care or when receiving a CP-IS alert. Case notes must be made to reflect decisions to act or not when processing the alert.

### **CPIS missing NHS Number alerts**

This will appear in a work tray when the child is looked after, or has a child protection plan, but no NHS number has been entered in the demographics field in the care record. The NHS is obliged to provide the number for these children but needs to know when we do not have it. Contact must be made with a health worker involved with the child and the number obtained. Please remember if this is an unborn child it is the mother's NHS number that is needed and the NHS number needs entering on her record.

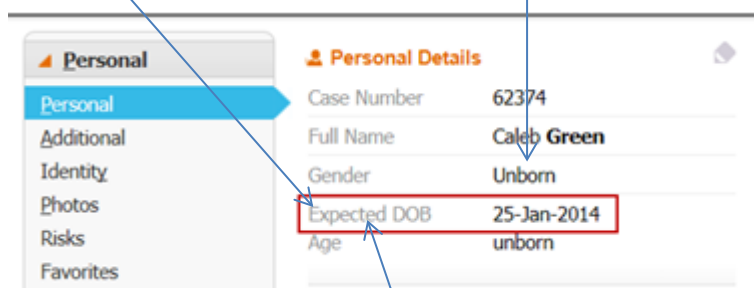
The alert must not be completed if the NHS number has not been entered as it will reappear the next day and the alert show the number of days outstanding from the date the wrongly completed alert was created still.

It is essential that the NHS number is obtained and entered. The system is alerting the worker to the fact that it cannot share details of this child with the NHS as there is no number. This creates the risk that a child may be seen in an unscheduled care setting and the health worker will not know the child is CLA or CPP. There will be no alert back that the child attended and no record will appear in the CPIS Audit screen. If the alert is not actioned promptly the welfare of the child is at risk.

## Maternity Services

The health worker will be seeing the mother of the unborn baby. They will input the mother's NHS number in their system as she is the patient. This means that the information the Local Authority sends through CP-IS must link to the mother and her NHS number (the unborn baby will not yet have one.)

The child's file identifies unborn children when "Unborn" is shown in the Age field and there is an expected date of birth:



Personal Details	
Case Number	62374
Full Name	Caleb Green
Gender	Unborn
Expected DOB	25-Jan-2014
Age	unborn

It then will send the NHS number of the mother from her demographic information and identify her as having an unborn baby with a Child Protection Plan. This means that the NHS number information for the mother must be obtained and entered in her record.

The NHS system will treat the Expected DOB field as the end of the plan with regard to the mother. The mother will continue to appear in CPIS information for 28 days after the Expected DOB date.

Please note only persons with the following job roles within the NHS will be able to see information for unborn children

- Midwife Consultant
- Midwife Specialist Practitioner
- Midwife Manager
- Midwife Sister/ Charge Nurse
- Midwife

If or when the mother is seen within Maternity Services then the CPP information will be highlighted to them when tracing and identifying the mother.

If the mother is under 18 herself, then the CP-IS service can also accommodate both the mother and the child (if necessary) having child protection information.

Where the delivery of a baby occurs, the midwives will be provided with the NHS number for the newly born baby (as part of existing non CP-IS related processes), and upon identification of Unborn CPP information being received, will inform the relevant children's social care teams of the new NHS number.

When the new NHS number is provided for the baby the child's file must be updated so the baby's record contains the NHS number.



## Looked After Children

Although the exact details and reasons for the LAC status will not be shared via CP-IS, (only an indicator that the child has this status by virtue of a Start Date) the scope of which LAC circumstances will be included at this time within CP-IS service, will be confined to the following;

- Children who are subject to a Full Care Order (Section 31)
- Children who are subject to an Interim Care Order (Section 38)
- Children who have a Voluntary Care Agreement (Section 20)

These will be the only LAC statuses that a LA will provide information about, but the NHS healthcare worker will only ever see that there is a singular 'LAC' status, and not even the type of care order/ arrangement, as outlined above.

Where required, further conversations between the NHS healthcare worker and the providing LA should continue to take place to determine and discuss the specifics of the child's circumstances.

## Multiple Child Protection Information Types

The CP-IS service will support circumstances where a child may have an LAC status and also be subject to a CPP, and even in the circumstances where it is applicable, where there is also an unborn child protection plan too. Where these circumstances arise, this will be reflected within the CP-IS service and displayed to the NHS healthcare worker.

## Multiple Local Authorities

In the circumstances where there is more than one Local Authority providing CPP/ LAC, the CP-IS service can accommodate this, and display the different child protection information associated to each LA to the NHS healthcare worker. Every time access occurs, this will then be notified to all children's social care team that had submitted CPP/ LAC information.

## End Dated Information

It will be possible for the children's social care team to provide End Dates for CPP/ information. The provision of this information will ensure that the child protection information is eventually removed from the CP-IS service and no longer available to view or be retrievable by NHS healthcare workers.

The default setting for the display of CPP/ LAC information will be that it will be available for retrieval and display, 12 months after any provided End Date, e.g.;

- CPP Start Date: 31<sup>st</sup> Jan 2015
- CPP End Date: 31<sup>st</sup> Jan 2016

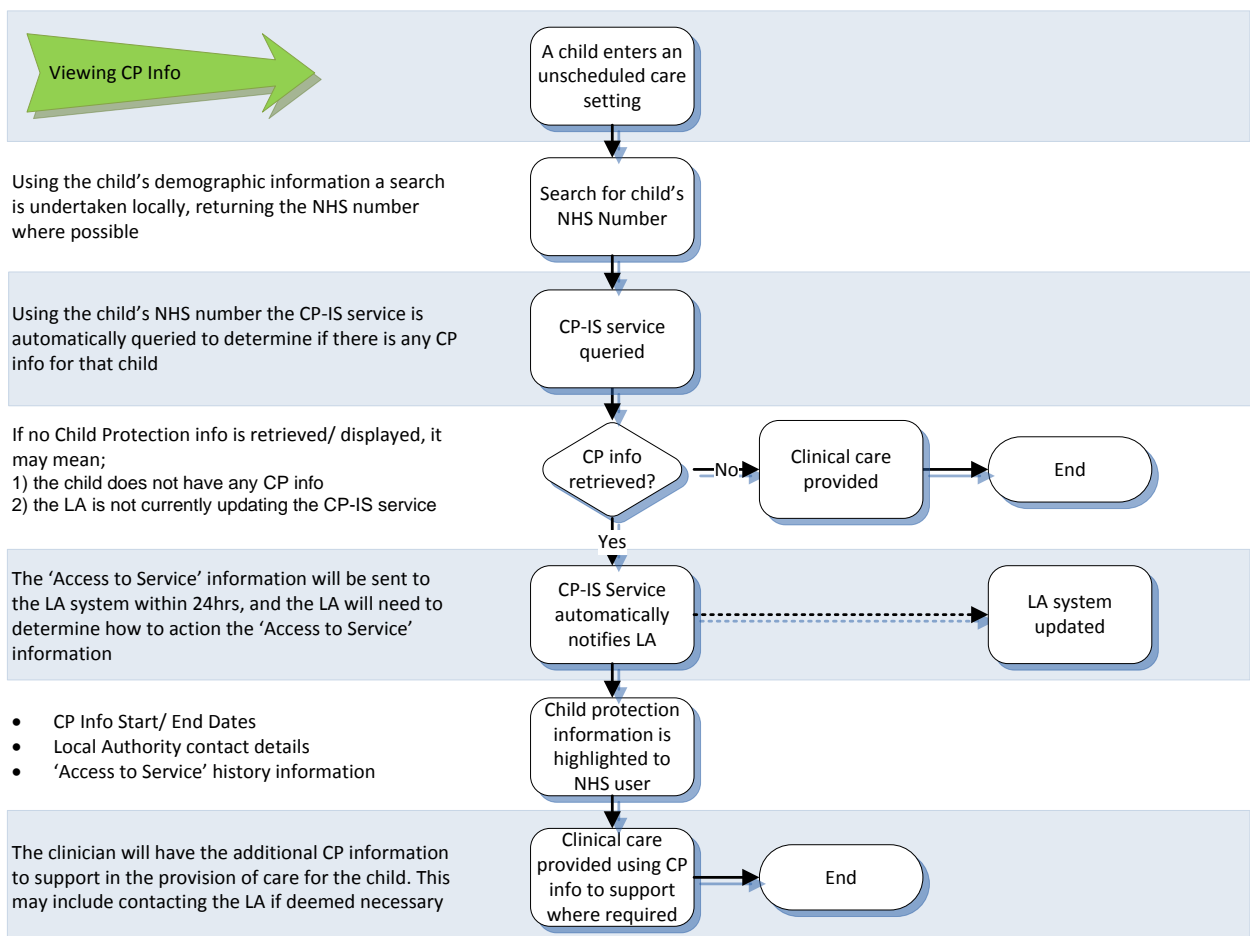
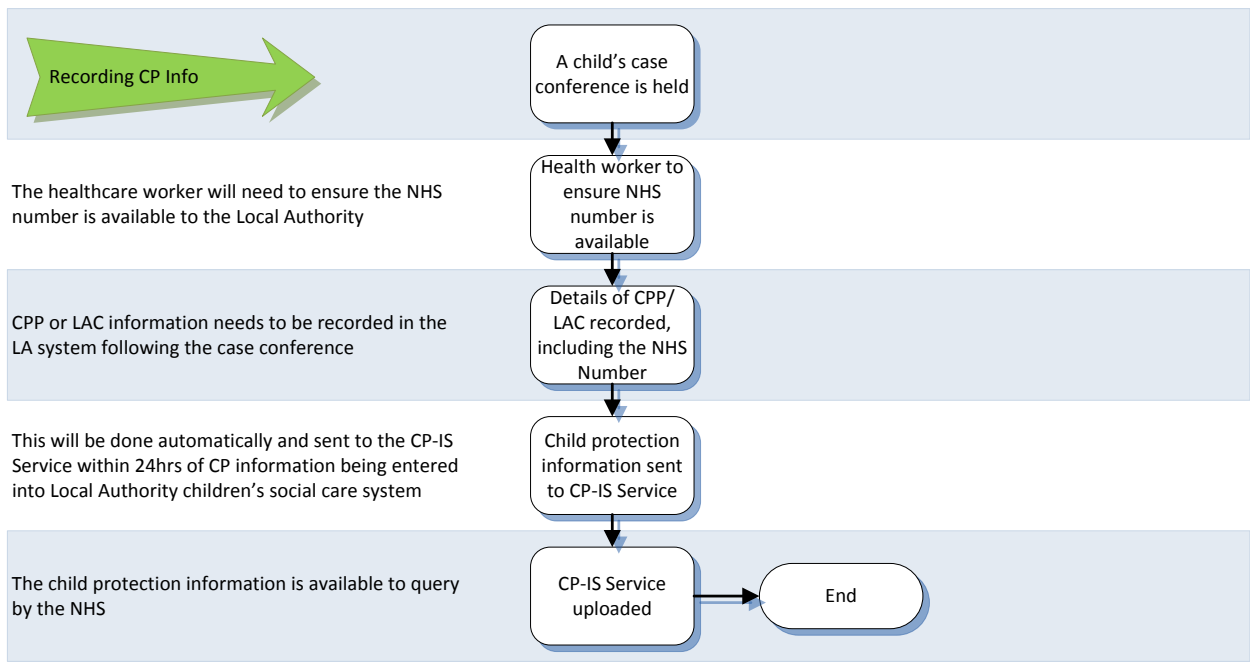
The CPP whilst ended locally, will still be available to view by the NHS healthcare worker until 31<sup>st</sup> Jan 2017. After this date the CPP/ LAC information will not be available for retrieval nor display.

If no End Date is received by the CP-IS service, this will continue to be available for retrieval and display to NHS healthcare workers.

## NHS Number Capture

Following the initial upload of all children's CPP/ LAC information to CP-IS, future CPP or LAC records will require the NHS number to enable the storage and display of this information via the CP-IS service. It is the expectation and responsibility for the NHS healthcare worker involved with the child, to ensure that the NHS number will be provided to the children's social care team, in order for the children's social care team to submit the CPP/ LAC information to the CP-IS service.

## High Level Process



## Quick Reference: How to make use of this information sharing

Subject	Description
<p>What does this process mean for Children's Social Care workers?</p>	<ul style="list-style-type: none"> <li>➤ Within 24 hours, the allocated worker will get an alert about any NHS health worker who has accessed the CP-IS Service for a child. The alert will include:               <ul style="list-style-type: none"> <li>- Child's name</li> <li>- when access was made</li> <li>- from which organisation</li> <li>- by which clinician</li> </ul> </li> <li>➤ Allocated worker should use this information to assess if any action needs to be taken – consider:               <ul style="list-style-type: none"> <li>- How often is the child's record being accessed?</li> <li>- Is there a reason for the child's record to be accessed at different locations?</li> </ul> </li> <li>➤ NHS healthcare workers can also see this Access to Service information</li> </ul>
<p>What happens in the case of unborn babies ?</p>	<ul style="list-style-type: none"> <li>➤ Unborn babies (with a child protection plan) will have the NHS number of the birth mother until they are born.</li> <li>➤ When a child is born (with a Child Protection Plan) the NHS number of the newly born child will be sent to the Local Authority</li> <li>➤ Where required the children's social care team must provide an update to the mother's record where the Child Protection Plan information was held, using the mother's NHS Number</li> <li>➤ The children's social care team must also provide child protection information for the newly born baby</li> </ul>
<p>Inactive NHS numbers</p>	<ul style="list-style-type: none"> <li>➤ Where any invalid NHS numbers are identified, the NHS will give the correct NHS number to use to the children's social care team – this will be shown in the Alert</li> </ul>