



Case Study

Doncaster Metropolitan Borough Council – BIA and MHA Assessments

Background & Challenge

As with all Public Sector bodies, Doncaster Metropolitan Borough Council (DMBC) faces significant pressure on resources in an environment where greater demands on services are continually being called on. This is particularly relevant for Managing Authorities who have a duty to provide care within the provisions of the Mental Capacity Act, and making sure that decisions made on behalf of an individual who lacks capacity are in their best interests and are achieved in a way that is least restrictive to the rights and freedom of the individual.

The challenge for DMBC is the significant back log of DoLs assessments with clear statutory timelines for completion. As a proven partner and committed to solutions of the highest quality, DMBC turned to Consultancy + to help meet the requirements of this project for the Council.

Response

Consultancy+ worked alongside DMBC, to agree a Statement of Work ensuring qualified and vetted Assessors to address clear project objectives relating to the caseload back log. We committed to the following outcomes:

- 14 Best Interest Assessments (BIA) completed
- 34 Mental Health Assessments (MHA) completed

To deliver these outcomes we developed our existing talent pool of

Assessors, engaging with 12 Mental Health Assessors and over 20 Best Interest Assessors. The skills of BIA Assessors was a combination of HCPC Registered Social Workers, Nurses and Occupational Therapists while for Mental Health Assessors we engaged Medical Practitioners. We were responsible for the screening and vetting of our talent pool, all in line with regulatory and DMBC requirements. We provided Management Information on spend, budget and performance. Each Assessor is allocated a specific number of assessments and given a timeline for completion. Individual workers are paid on an assessment basis, post sign-off by the DMBC.

Outcome

We are successfully contributing to DMBC's statutory requirements under the Mental Capacity Act Deprivation of Liberty Safeguards. The project has achieved agreed outcomes, DMBC have now increased targets: 25 Best Interest Assessments and 50 Mental Health Assessments per week. Our partnership is now focusing in achieving a fall in the backlog numbers of 40%.

"I would like to say that Doncaster have been working with Consultancy+ for a couple of months and the relationship between the two organisations is very good. We have regular updates via a conference call every Friday and physically meet every month to ensure that any problems are ironed out in the first instance. The staff are very friendly and amenable"

Lorraine Rix - DoLS Manager, Doncaster Metropolitan Borough Council.