# Case Conference Guidelines

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<th>Authorised by</th>
<th>Colette Kelleher, Chief Executive</th>
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## Document Review History

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<td>Amended (Y/N)</td>
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Staff Member
- Consults with Unit Head/Line Manager regarding safety/welfare of a person we support

Verbal Feedback to Staff Member

Case Conference Review Meeting
- Reviews implementation of the Intervention Plan and its Outcomes

Unit Head/Line Manager
- Consults with Designated (Liaison)Person regarding necessity of Case Conference

Unit Head/Line Manager/Designated (Liaison) Person
- Initiates arrangements for Case Conference

Case Conference
- Develops an Intervention Plan
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1.0 Introduction

COPE Foundation endeavours to provide services which enhance the lives of the people we support and enables them to live their lives to the full. The safety and welfare of the person we support is paramount. This may entail responding to that person’s safety/welfare needs by holding a Case Conference.

2.0 Definition & Purpose of the Case Conference

- A Case Conference is a formal meeting which takes place when the safety/welfare of a person we support is deemed to be at risk;
- Its purpose is to evaluate the information available, consider the evidence as to whether the person we support has suffered or is likely to suffer significant harm, ascertain the views/opinions of its Members regarding the identified concerns, develop an appropriate Intervention Plan that seeks to ensure the person’s safety/welfare, and review its implementation and outcomes.

3.0 Membership of the Case Conference

3.1 Members

The Members of the Case Conference will consist of the following Core Group Members:

1. Chairperson;
2. Relevant Divisional Head or designate (to the case);
3. Psychology Manager or designate;
4. Designated Person (Principal Social Worker/or designate);
5. Safety Officer (when considered appropriate by her/him).

It will also include other relevant persons who have specific responsibility for the safety and welfare of the person we support.

3.2 Chairperson

- There will be a panel of five Chairpersons;
- Each Chairperson will have received appropriate training;
- The functions of the Chairperson will include ascertaining the views/opinions of the Members of the Case Conference, facilitating the decision making process in developing an Intervention Plan, and ensuring a review of the agreed interventions and outcomes;
- The Chairperson will also ensure the accuracy of the Minutes and sign them.
The Case Conference will be attended by a member of Staff from Administration, whose role will include:

- Notifying the Chairperson;
- Inviting those considered appropriate by Core Group Member/s;
- Recording the Minutes;
- Informing the Safety Officer of the agreed Intervention Plan (where the Safety Officer has not been in attendance at the Case Conference).

3.4 Quorum of Members

- In order to hold a Case Conference, there must be a minimum of four Members present and a maximum at the discretion of the Chairperson;
- The Designated (Liaison) Person (Principal Social Worker or their designate) must attend the Case Conference.

4.0 Procedures for Convening a Case Conference

- Before convening a Case Conference, staff will have consulted with their Unit Head/Line Manager on the details of the particular case regarding the safety/welfare of the person we support;
- The Unit Head/Line Manager will consult with their Head of Division and the Designated (Liaison) Person;
- Where it is decided that there is a need for a Case Conference, the Unit Head/Line Manager will contact Staff in the Central Records Office, and the latter will dispatch the appropriate invitations to the Case Conference Members.

5.0 Case Conference Decision Making

- Decisions regarding the appropriate interventions necessary to address the safety and welfare concerns of the person we support will be made by Members of the Case Conference, based on their discussion, evidence-based knowledge and expertise, and will be included in an Intervention Plan;
- All decisions made are to be recorded in the Case Conference Minutes;
- Where there are differences of opinion expressed by the Members regarding an intervention, it will be the role of the Chairperson to facilitate a workable solution that will be considered by the Members present to be in the best interest of the person we support;
- In the unlikely event that a Member continues to hold a different opinion to that of the majority of Members present, and wishes to abstain from the final majority decision, then the decision of the majority will be upheld by the Chairperson, and both the decision of the majority and the abstaining opinion will be recorded in the Case Conference Minutes.
Confidentiality is a core value to the provision of services to the people we support in COPE Foundation;

- However, the general expectation that information remain confidential does not apply when disclosure is necessary to prevent potential serious, foreseeable, and imminent harm to a person we support or other identifiable person;
- Only information that is directly relevant to the safety/welfare of the person we support should be revealed;
- Members of the Case Conference should be cognisant and sensitive to the privacy rights of those being discussed at their meeting.

### 7.0 Case Conference Minutes

- The Case Conference Minutes will contain a record of the key points, decisions, and actions, rather than a verbatim account;
- Particular attention will be paid to the content of the Minutes in relation to third party information and the requirements of the Data Protection Acts 1988/2003;
- The named persons responsible for the implementation of the Intervention Plan will be recorded;
- The date of the Case Conference Review Meeting will also be recorded.

#### 7.1 Access to Case Conference Minutes

- Access to Case Conference records will be permitted to the Core Group Members of the Case Conference, and to those considered appropriate by the Leadership Team, or the Designated (Liaison) Person, and in her/his absence, the Deputy Designated (Liaison) Person;

#### 7.2 Access to Case Conference Intervention Plan

- For the purposes of providing effective support to the person (the subject of the Case Conference) it is essential that Staff are informed on-a-need-to-know-basis of the Intervention Plan. This will be provided by the appropriate Case Conference Member.

### 8.0 Security of Case Conference Minutes & Data Protection Legislation

- Under the Data Protection Acts 1988/2003, COPE Foundation as a Data Controller has a legal responsibility to:
  1. Protect the privacy rights of the people we support and Staff;
  2. Ensure that personal data in its possession is kept safe and secure.
- Therefore, COPE Foundation promotes high standards of security for all personal information/data in its possession;
Appropriate security measures are taken against unauthorised access to, or alteration, disclosure or destruction of the data/information held on all records, manual and electronic, including on Case Conference Records, and against their accidental loss or destruction.

8.1 Security of Service User Electronic Records

- Access to any sensitive personal data/information held on COPE Foundation computer systems is restricted to authorised Staff only, and is password protected.

8.2 Security of Manual Hard Copy Format of Case Conference Minutes

- The manual hard copy format of the Case Conference Minutes will be held securely in the Case Conference filing cabinet in Central Records Office.

9.0 Case Conference Review Meeting

- A Case Conference Review Meeting will be held within 20 working days of the initial Case Conference Meeting or as soon as possible thereafter, to evaluate the implementation and effectiveness of the Intervention Plan and its outcomes;

- A provisional date for the Case Conference Review Meeting will be decided at the Case Conference Meeting.
APPENDICES
CONFIDENTIAL

Record for inclusion on Case Conference File

Case Conference Reference No: ________________ CIS Number __________________

Name of Service User: ________________________________ DOB __________________

Address: __________________________________________________________________________

Service Location: ___________________________________________________________________

Type of Suspected Abuse Reported:

☐ Neglect ☐ Physical ☐ Sexual ☐ Emotional ☐ Financial ☐

Welfare Issue ☐

Behaviour of Concern ☐

Date of Alleged Incident: __________________________________________________________________________

Location of Alleged Incident: __________________________________________________________________________

Relationship of the Alleged to the Service User: __________________________________________________________________________

Date Staff/Volunteer was informed/became aware of Alleged Incident: __________

Date Line Manager was informed/became aware of Alleged Incident: __________

Date Line Manager informed Designated (Liaison) Person: ________________

Date Safety Officer informed: ________________ Date HIQA informed: ________________

Date HR Department was informed (if Staff member involved): ________________

Date HSE was notified: __________ Date Gardaí were notified: __________

Date of COPE Foundation initial Case Conference: ________________

Date of COPE Foundation Final Case Conference Review: ________________

Date verbal feedback given to the person who referred the Alleged Incident: __________

Case Conference Secretary’s Signature: __________________________________________________________________________

Chairperson’s Signature: __________________________________________________________________________

Print Name: _____________________________ Date: __________
CONFIDENTIAL

Case Conference Record
For inclusion on Service User Master File

Case Conference Reference Number: ________________

Service User’s Name: ________________________________

Date of Birth: _______________ CIS Number: ____________________________

Chairperson’s Signature______________________________

Print Name: ________________________________

Date: ________________________________________________

Records in relation to this Case are held securely in the Freedom of Information/Data Protection Office, Bonnington, Montenotte, Cork. Access to these Records may only be possible by contacting COPE Foundation’s Designated Person (Principal Social Worker) and/or through a formal Freedom of Information or Data Protection access request.
# Case Conference: Minutes & Intervention Plan

<table>
<thead>
<tr>
<th>Case Conference Ref. No:</th>
<th>Case Conference Date:</th>
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<tr>
<td>Service User Name:</td>
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## Present at Case Conference:

- ____________________________
- ____________________________
- ____________________________
- ____________________________

## Apologies:
- ____________________________
- ____________________________

## Absent:
- ____________________________
- ____________________________

- [ ] Welfare
- [ ] Behaviour of Concern
- [ ] Suspected Abuse
- [ ] Alleged Abuse
- [ ] Observed Abuse

## Points of Discussion

- ____________________________
- ____________________________
- ____________________________
- ____________________________
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<tr>
<th></th>
<th>Intervention Plan</th>
<th>By Whom?</th>
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Case Conference Review Date: ____________________________
Case Conference Secretary Signature: ______________________
Print Name: _____________________________ Date: ______________

Case Conference Chairperson Signature: ______________________
Print Name: _____________________________ Date: ____________