



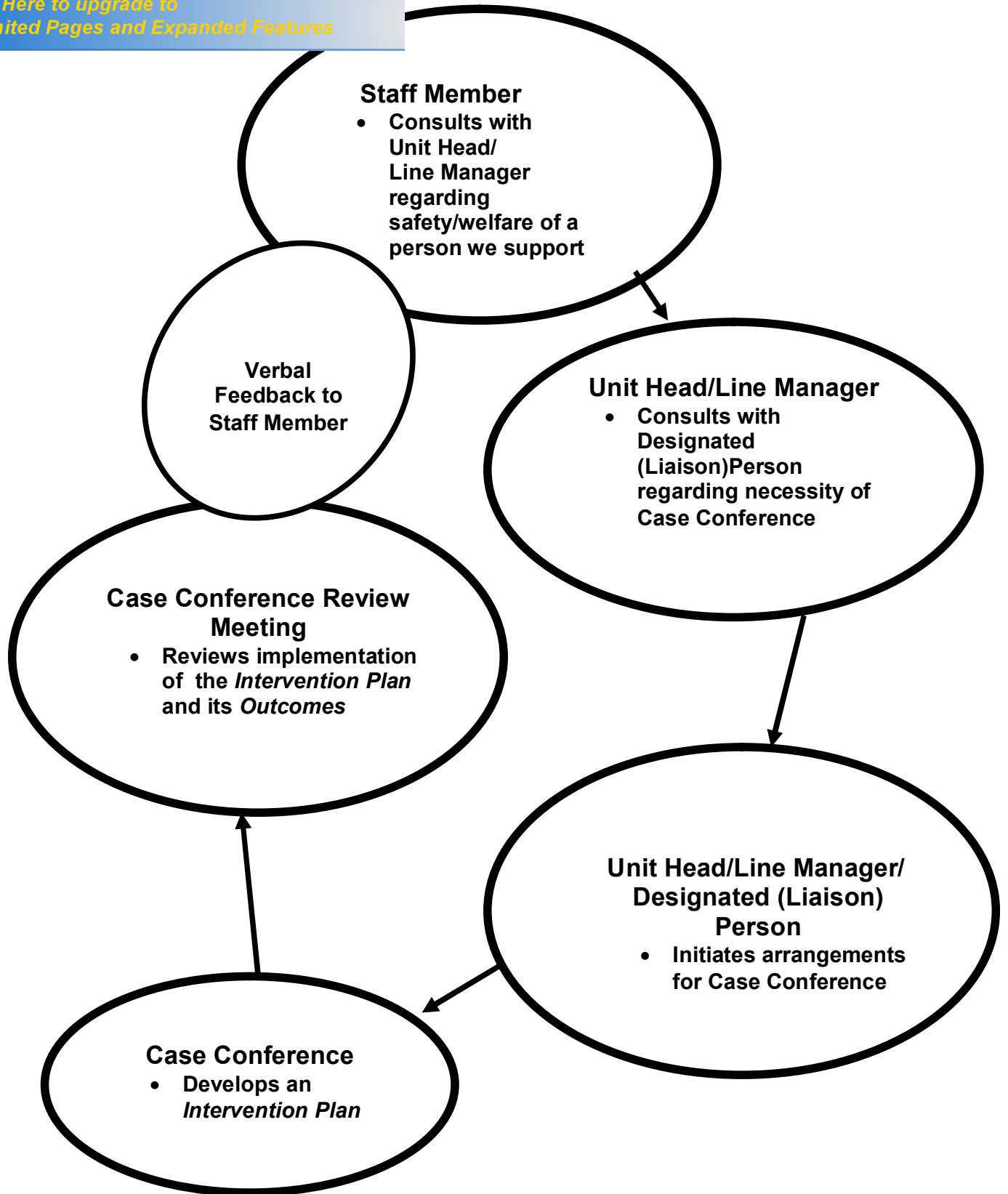
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## Case Conference Guidelines

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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.

ended 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.

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;



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Steps are taken against unauthorised access to, or production of the data/information held on all records, 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.



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## 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  Alleged  Observed  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: \_\_\_\_\_



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**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

Case Conference Ref. No:

Case Conference Date:

Service User Name:

Date of Birth:

CIS Number:

Present at Case

Conference: \_\_\_\_\_

Apologies: \_\_\_\_\_

Absent: \_\_\_\_\_

Welfare  Behaviour of Concern  Suspected Abuse  Alleged Abuse   
Observed Abuse

#### Points of Discussion

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

	Convention Plan	By Whom?	By When?	Done?
	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/>			
2	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/>			
3	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/>			
4	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/>			

Case Conference Review Date: \_\_\_\_\_

Case Conference Secretary Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Case Conference Chairperson Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_