

Volunteer Relevant Persons Representative

Penny Newman

Penny.newman@seap.org.uk

Project method

Following increased demand for DoLS we trained suitable volunteers providing additional capacity for the DoLS RPR service. We designed and delivered bespoke training to support this innovative model. Working closely with the Cornwall DoLS Lead, seAp has implemented a “traffic light” system for DoLS referrals. The DoLS office prioritises referrals as Red (most complex), Amber or Green. Volunteer RPRs, supervised by a named DoLS advocate, will monitor Green cases. These have an authorisation in place, requiring visits at agreed regular intervals. If issues arise, a joint visit is made with the named qualified IMCA enabling the advocate to determine whether the case should move to Amber or Red level. The system is fluid and cases are moved between levels according to need and priority ensuring no one ‘slips through the net’. The model reduces risks to clients, commissioners and seAp. The model has been shared positively with Other LA’s.

Project results/evaluation

The RPR volunteer model maximises IMCA and DoLS caseloads and supports more vulnerable clients to receive advocacy. It is an ongoing piece of work now undertaken in Cornwall, Portsmouth with plans for Plymouth. It is delivering both quality and value for money in our service provision.

Project area classification

Hospital care	X	Emergency care	
GP care		Dementia	X
Social care	X	Learning disability	X
Voluntary sector	X	Other mental health	X
Financial services		Palliative care	
Police		Advance planning, LPAs	
Legal		Commissioning	
Community health care		Training	
Nursing and care home	X	For professionals?	
Acute care		For public and service users?	X
Chronic care			