

Effective conversations, better outcomes – beyond compliance

Three years into the implementation of the Care Act 2014 Local Authorities strive to fulfil their duties in supporting adults and carers. The challenge to meet ever increasing demand whilst at the same time maximising independence and promoting wellbeing for citizens has to be continually balanced alongside the reality of funding restrictions. The contribution of the adult social care workforce, and the ways in which they engage with and empower citizens, is crucial to achieving positive outcomes for all stakeholders.

Central Consultancy & Training is working with a number of Local Authorities at the moment to promote and engage practitioners in strength-based practice. The aim is to refocus the skills of practitioners to ensure that all 'conversations' become critical interventions. Our training programme supports staff to make the cultural shift required to deliver excellent practice in the current climate, away from a process-driven approach to one that is truly person-centred. This requires practitioners to work alongside adults and carers to make the most of their strengths, networks and local community resources.

Restructures requiring new configurations and reductions in management make new demands on practitioners to be confident in defensible decision making and act increasingly as autonomous professionals. Our programme aims to equip practitioners by modelling a strengths based approach to develop their skills and knowledge drawing on peer support and challenge.

We work alongside our customers to fully understand the local context and priorities to ensure relevance, currency and credibility with the workforce. Our programme becomes customised based on key themes including:

- The purpose of adult social care and the concept of wellbeing
- Care Act compliance: a re-examination of key duties and update on the case law from legal challenges
- Effective use of strength-based questions in assessment, support planning and review
- Unpacking defensible decision making including Care Act eligibility
- Making sense of a person-centred approach and the centrality of outcomes
- Developing creative solutions to meet need and deliver positive outcomes
- Maximising peer support

For more information, please get in touch with Sarah Clay on 0121 285 6161 or 07752 165342 or email us at sarah.clay@centralconsultancy.co.uk

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Our 2 day training programme for practitioners working within Adult Social Care/Health has been received positively by delegates. Below are some quotes from delegate evaluation forms which highlight both key learning and how individuals anticipate that this will impact on their practice.

What part of the training did you learn most from and why?

“Strength based questions and language.”

“Very informative, robust training. Thought provoking in relation to the shift from funded services to non-funded services.”

“All parts of the training. It has reminded me about thinking outside of the box in terms of unfunded services.”

“All of the course. It helped me to think of different ways to provide informal support through non-commissioned services.”

“Refreshed my knowledge of the Care Act and eligibility. It reinforced the need to undertake strength based assessments.”

“It is very good to revisit the Care Act eligibility and apply it to a case study robustly.”

“All of it. Every part made me think about how I can apply it to my work.”

How will you apply what you have learned within the workplace?

“More focus on people’s abilities to come up with their own solutions.”

“Reflect and don’t go out with a fixed mind-set. Explore service user strengths.”

“My assessment skills and ensure that I continue to be person centred and strength based in my practice.”

“I will use this training on a daily basis when undertaking assessments.”

“Endeavour to document people’s strengths and assets.”

“Improved analysis and evidence based recording.”

“Exploring other ways to meet need before jumping to commissioned services.”

“Changing the way I screen case and record outcomes.”

“Improved assessments summaries, robust decision making, application of the law to daily practice.”

“Ensure my practice is care act compliant.”

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