

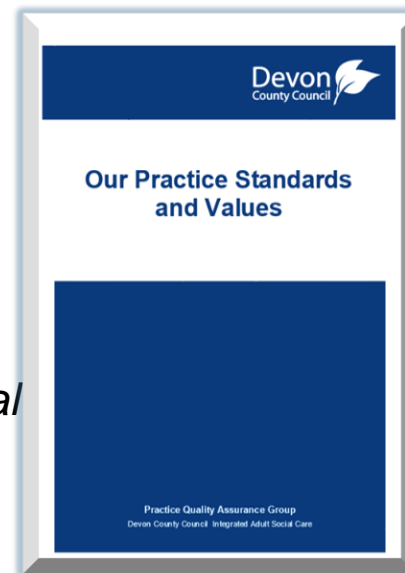
Introduction to Our Practice Standards and Values

Integrated Adult Social Care - Our Next Chapter

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Carolyn Hague - Principal Occupational Therapist - Integrated Adult Social Care - Operations, Devon County Council

Tina Ramage – Principal Social Worker – Integrated Adult Social Care - Operations, Devon County Council



Our Practice Standards and Values

- ✓ **Our practice standards** – how we do what we do, how we do it well, what people can expect
- ✓ **Our IASC values** - The qualities, traits and approach we take
- ✓ **What are you proud of?**
- ✓ **A BIG Thank You!**
- ✓ **Next steps**



Practice standards and Values – How have we got here?





Our Practice Standards –

*How we do what we do;
how well we do it;
what people can expect*

Our Practice Standards



What they are?

- **How we do what we do; how we do it well; what people can expect**
- Outline expectations covering key areas of practice to ensure excellence in practice.
- Includes Our Values and Empowering Lives Through 3 Conversations Approach.
- Included - what is really important to those who use our service – communication, choice and being authentically person centred.

Why are they needed

- Promotes consistency, accountability and the well-being of individuals we connect with and support
- Expected to be seen by CQC in their inspections and peer reviewers when they come
- Fosters a culture of continuous improvement and learning

Where next?

- Understanding more about our practice through using the standards
- Measuring and celebrating success
- Learning from what we can see we could change
- Further work to develop a public facing version of the standards

The 10 Standards....



Contents

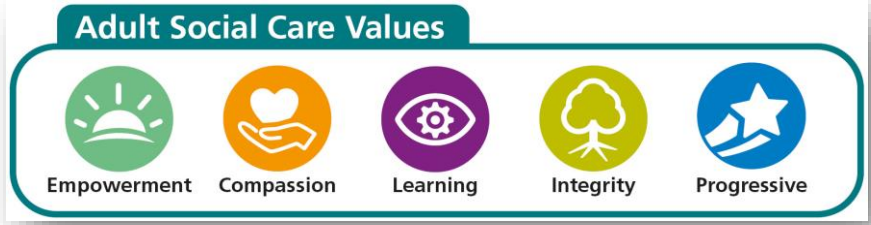
Introduction	5
How to use this document.....	7
Our Values	8
Fundamental Principles.....	10
Empowering Lives Through 3 Conversations Approach.....	12
Standard 1: Working with People.....	15
1.1. What People Can Expect Statement.....	15
1.2. Our Standards.....	15
Standard 2: Strengths-based Conversations	18
2.1. What People Can Expect Statement.....	18
2.2. Our Standards.....	18
Standard 3: Personalised Care and Support Planning, and Support Planning.....	22
3.1. What People Can Expect Statement.....	22
3.2. Our Standards.....	22
Standard 4: Reviews of Care and Support Plans, and Support Plans.....	26
4.1. What People Can Expect Statement.....	26
4.2. Our Standards.....	26
Standard 5: Decision Making	30
5.1. What People Can Expect Statement.....	30
5.2. Our Standards.....	30
Standard 6: Safeguarding People.....	34



6.1. What People Can Expect Statement	34
6.2. Our Standards.....	34
Standard 7: Working with Carers	38
7.1. What People Can Expect Statement.....	38
7.2. Our Standards.....	38
Standard 8: Case Recording.....	41
8.1. What People Can Expect Statement	41
8.2. Our Standards.....	41
Standard 9: Equality, Diversity and Inclusion.....	44
9.1. What People Can Expect Statement.....	44
9.2. Our Standards.....	44
Standard 10: Supervision.....	46
10.1. What People Can Expect Statement.....	46
10.2. What Our Practitioners and Managers Can Expect Statement	46
10.3. Our Standards.....	46
Annexes	49



Standard 2 - Strengths-based conversations



Standard 2: Strengths-based Conversations

2.1. What People Can Expect Statement:

I am supported by people who see me as a unique person with strengths, abilities, and aspirations. The people supporting me listen carefully, so they understand what matters to me. I am **empowered** to be independent and live a life I want, for example having support to manage my health and wellbeing in a way that makes sense to me.

2.2. Our Standards:

- a) We undertake assessments in a **compassionate** way through **person-led** conversations that seek to understand the person's circumstances, experience, aspirations, preferences, needs and outcomes.
- b) We recognise that people and families are experts in their own lives, **learning** from their lived experience about what matters to them.
- c) We recognise the importance of occupation to a person's sense of wellbeing and take consideration of this within our occupational therapy assessments.
- d) We focus on the strengths in the person's life and the impact their care and/or support needs have on their wellbeing through our **Empowering Lives Through 3 Conversations Approach**.



person's relationships and support networks, and **empower** these further, including opportunities to **learn**.

that are proportionate to the person's presenting areas of risk and concern. We **always** adopt a person-centred approach to prevent, reduce and delay needs wherever possible.

technology and digital solutions to meet or prevent, reduce or delay needs throughout the whole strengths-based conversation.

staff where necessary for specialist assessments, including assessments for sensory loss and occupational therapy.

use their knowledge of health conditions and unique experiences to understand people's function within activities of daily living.

assessments e.g., sensory, moving and handling and risk function and **empowers** opportunities to prevent, reduce or delay needs; reduce/remove environmental factors moving and handling risk, where possible. This includes a full Care Act assessment if following the specialist advice or an appearance of need.



each person's preferred method of **communication**, and take action to adapt our approach ensuring we are fully involved and if appropriate, any person they care for is fully involved and if appropriate, any person they care for's right to advocacy is supported and appropriate where needed.

needs through understanding the person's good and positive strengths and abilities, and the person's needs through understanding the person's good and positive strengths and abilities, and the person's needs through understanding the person's good and positive strengths and abilities.

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reach by **learning** the impact of the person's needs on their life and the lives of others.

the involvement from professionals with appropriate skills to understand the presenting situation and explore opportunities for support.

aligned in line with timescales in our **eligibility policy**, we ensure that timescales will be agreed with the person or their representative at the start of the process.



to most agreed timescales for assessment, we will agree the person and their representative, to confirm what assessment will be completed.

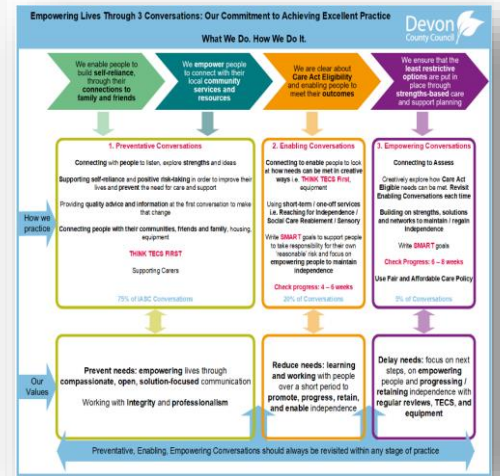
needs including their outcomes and what the impact of those needs will be met within in agreed timescales.

outline of needs including non-eligible, unmet needs and technology needs.

on which needs meet the national eligibility criteria for social care.

assessment will be clear if a person is eligible for a grant so whether the Disabled Facilities Grant is needed to meet the person's needs.

others as they request, a copy of their assessment report of their needs and eligibility, using language that is clear, simple, and abbreviation.



Group activity: Practice standards

Thinking about these Practice standards ... on your tables talk together about the following 3 things and capture on the flipchart paper:

1. What is **my role** in helping us all use these standards to improve our practice?
2. What would **help you and your teams** use these standards in practice?
3. Any **suggestions and comments** that can help the practice standards develop.

Identify one piece of feedback you would like to share with the wider group



Our Values –
The qualities, traits and approach we take

Our Values

What they are

- **The qualities, traits, and approach we take**
- How we work together with people on what matters to them
- How we work to positively impact on peoples' lives
- How we work together across Integrated Adult Social Care

Who've we have spoken with

- Staff Reference Group, Social Care Leadership Group, Community Service Manager Forum, Senior Leadership Teams, POP Group
- Coproduction Networks, Carer Ambassador Networks
- Corporate colleagues – organisational change, HR, equalities, communications

Where next?

- Values-based recruitment, onboarding, progression processes
- Values-based recognition and appreciation approach
- Values-based leadership and management programme
- Toolkits and guides
- Learning and development activity throughout the year, including workshops



Empowerment

How we will work

- Strengths-based approaches
- Solutions-focused practice
- Trauma-informed
- Co-production approaches
- Recognising and appreciating the value of all members of our teams
- Positive risk-taking.
- Actively seeking to reduce dependency.



Compassion

- Empathy
- Respect
- Dignity
- Listening
- Valuing and appreciating ourselves and each other
- Balanced decision-making
- Finding solutions together.



Learning

- Evidence-based
- Best Practice
- Promoting wellbeing and independence
- Innovation
- Freedom to try new things
- Communication
- Enhancing opportunities for ourselves and for others.



Integrity

- Doing what we say we are going to do
- Inspiring confidence
- Principles of equity and justice
- Ethics-based
- Leading by example
- Demonstrating our Codes of Practice, Ethics, IASC Values, IASC Practice Standards, and Core Principles and Behaviours.



Progressive

- Moving with the times
- Scanning our horizons
- Inclusion
- Valuing diversity
- Taking action to prevent, reduce, and delay needs.

Our conduct will be

- People-focused
- Value-based
- Person-led
- Anti-racist
- Anti-discriminatory.
- Promoting wellbeing and independence
- Promoting dignity and respect
- Enabling choice and control.

- Caring
- Humble
- Relationship-based
- Responsive in our communication
- Kind
- Human.

- Curious
- Legally literate
- Digitally literate
- Open
- Creative
- Experimental
- Empowered to make relevant decisions
- Networked.

- Open, honest, and transparent
- Trustworthy
- Fair
- Proactive in challenging injustice
- Committed
- Engaged
- Present.

- Visionary
- Proactively curious
- Innovative
- Brave and courageous
- Constructive
- Pioneering
- Aspirational
- Facilitative in our approach.



Empowerment



Compassion



Learning



Integrity



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Values Activity: What are you proud of in IASC?



We asked you to write on a post it note – an achievement/observation of a colleague that they/you felt proud of...



Thinking about our values...take your post it note and look at what you have written and think about how that may show any of our values we have just talked about (add the value to your post it)



Talk to the person next to you about what you have written (most proud of) and why you think it shows a particular value.



Write the value on the top of the post it and place it on your values flipchart on the table



Talk within your table and identify one to share with the wider group including which of the values it shows and why.

Recognition and Appreciation – The BIG Thank You!

Sending a BIG Thank You!



Hi, Anita. When you submit this form, the owner will see your name and email address.

* Required

1
My **BIG Thank You!** goes to:
Please ensure that this is entered in the format you would like their name(s) to be shown on their certificate.
*

2
Their email address is:
Please ensure this is correctly entered.
*

3
Which of our IASC Values did they demonstrate:
*

 Empowerment	 Compassion	 Learning	 Integrity	 Progressive
How we will work <ul style="list-style-type: none">Strengths-based approachesSolutions focused practiceStrengths informedCo-production approachesRecognising and appreciating the value of all members of our teamsRisk takingActively seeking to reduce dependency	<ul style="list-style-type: none">EmpathyRespectDignityListeningValuing and appreciating ourselves and each otherBalanced decision makingFinding solutions together	<ul style="list-style-type: none">Evidence-basedBest PracticePromoting wellbeing and independenceInnovationFreedom to try new thingsCommunicationEnhancing opportunities for ourselves and for others	<ul style="list-style-type: none">Doing what we say we are going to doInspiring confidencePrinciples of equity and justiceEthics basedLeading by exampleDemonstrating our Code of Practice, Ethics, IASC Values, SAC Practice Standards, and Core Principles and Behaviours	<ul style="list-style-type: none">Moving with the timesStretching our horizonsInclusionValuing diversityTaking action to prevent, reduce, and delay needs
Our conduct will be <ul style="list-style-type: none">Single focusedValue basedPerson ledAnti-racistAnti-discriminatoryPromoting wellbeing and independenceRespecting dignity and respectEnabling choice and control	<ul style="list-style-type: none">ClStReStStStStSt	<ul style="list-style-type: none">ClStReStStStStSt	<ul style="list-style-type: none">ClStReStStStStSt	<ul style="list-style-type: none">ClStReStStStStSt

Empowerment
 Compassion
 Learning
 Integrity
 Progressive

4
Give a short summary of what they did that deserves recognition:
This will be printed on their certificate in full *

Enter your answer

5
Enter their manager's email (so we can let them know as well):
Please ensure this is correctly entered so that their Manager is notified
*

Enter your answer



The BIG Thank You link, will be sent out via email with the practice standards and values