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The aim of this newsletter is to provide support to everyone in Adult Social Care (ASC), from frontline practitioners to leads and managers – and offer an insight into the ongoing work aimed at developing our quality assurance approach.    We also aim to consider and reflect on the impact of this work on both ASC and those drawing on care and support.  Lastly, we want to foster discussions and create avenues for engagement, facilitating participation and collaboration.    As Aristotle (probably didn’t) once say, "**Quality is not an act, it is a habit.**" | | | | | |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | |  | | --- | | KEY MESSAGES – QUALITY ACTION GROUP (QAG) | | | | | |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | |  | | --- | | The Quality Action Group has been focusing on developing a ***Quality Assurance Log,*** a tool designed to capture the ongoing quality assurance (QA) activities within ASC including methodology and scheduling.  To work towards the design and implementation of a consistent Quality Assurance Framework, the initial step involved mapping current activities. This crucial first step enabled the QAG to consider their own team/services approach to QA, as well as wider ASC. It also provided opportunities to look for synergy, gaps, and learning opportunities.  As the QAG action plan progresses, the QA Activity Log will develop further. It will sit within the Quality Assurance Framework to demonstrate our joint QA activities alongside service-specific ones.  A***Quality Action Plan*** is also in development, which brings into one place actions which will support ASC to measure the quality of our services in relation to the ***Adult Social Care Outcomes.*** The plan also includes deliverable actions to support service development. Currently it includes all recommendations from external QA activities such as the peer review, Belinda’s audits, Strengths Based Practice audit, SARs etc.  This comprehensive approach will capture actions across ASC; Support and Safeguarding, CLDS, Provider Services, Commissioning, Learning and Development and Mental health to ensure a systemic and cohesive approach to Quality Assurance. The Quality Action plan will be mobilised by the Quality Action Group, with updates on progress being reported to the quarterly Quality Assurance Board  All recommendations are linked to the Adult Social Care Outcomes to ensure we are keeping residents at the heart of what we do. It is also broken down into practice focus areas to ensure we can look for synergy, collective impact and avoid duplication and support robust management of development work across ASC. The next step will be for the QAG to start to populate all actions with person/s responsible, timeframes & progress. | | | | | |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | |  | | --- | | SUPERVISION MATTERS | | | | | |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | |  | | --- | | In our last newsletter, we shared our plan for sending out supervisee and supervision surveys to all front-facing operational practitioners and managers.    We recognise that staff have been asked to complete a lot of corporate, service and team level surveys. Surveys are a good starting point to capture people’s views, reflections, experiences, and insight into what is working well or possible development opportunities.  One of the commitments of the Quality Action Group is to learn from the survey feedback and take necessary actions.    To ensure that the wealth of insights provided by our staff becomes a driving force for progress within ASC, we will take steps to integrate them across various streams of work and action groups.  The routes to action will include:   * **Quality Action Plan** * **Learning and Development Plan** * **Workforce Development Plan**   Additionally, the Principal Social Worker will also review the suitability of the ASC Supervision Policy by considering your feedback, ongoing development work taking place and our ambition for quality supervision for everyone. | | | | | |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | |  | | --- | | ASC AUDITING FRAMEWORK | | | | | |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | |  | | --- | | The Quality Action Group has developedan ***Auditing Activity Log***as a way of capturing the current auditing practices taking place across ASC including methodology and scheduling.  The commitment is to work towards a consistent ***Auditing Framework*** across ASC, which also accommodates activities specific to teams/services.  The Principal Social Worker is bringing together an ***Auditing Framework Working Group*** to initiate the development of a robust and consistent auditing framework. This will include considering the various audits, such as full case audits, themed audits, peer audits, etc.  In addition, we will also include methodology and develop robust reporting mechanisms to ensure we capture, review, and assess the actions and outcomes.  The Quality Action Group is keen to involve practitioners as well as managers in this working group. It is important that those who are most connected to practice on the ground are involved in the design and implementation of the framework.  **If you are interested in being part of the Auditing Framework Working Group, please contact Margaretha Staines.** | | | | | |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | |  | | --- | | CALL FOR COMPLIMENTS | | | | | |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | |  | | --- | | Compliments whether from someone drawing on care & support, their family, or another professional tell us a lot about what we are doing right.    The Quality Action Group aims to model the “What Matters” strength-based practice by focusing more on compliments. It is important to consider compliments not only from the perspective of acknowledging individual pieces of work but to also recognise them thematically across ASC. This enables us to extract themes and provides us with opportunities for collective learning.  While Camden has an established and robust team, system, and process for complaints; this is not the same for compliments. As a result, sometimes compliments can get lost, as they are not always passed on, and/or if they are, we don’t consider the learning we can take from them.  In the upcoming meetings, the Quality Action Group will be drawing together all the compliments we have received and categorise them into themes. This will help us to understand what is working well and why. It will also shed light on what matters to people who draw on care and support, as well as other professionals.  We can then feed some of the learning into our Quality Action plan, to ensure have a culture of building on strengths. SMT is exploring a framework to effectively capture, learn from, and act based on compliments.  **We are asking you to share compliments. These can take the form of emails or verbal feedback that you or your team member may have received.**  Let's celebrate the achievements of our colleagues and compliment each other for our contributions!  We are looking forward to sharing the learning around compliments with you in the next newsletter.  **Please send your compliments to** [**Jamie.spencer@camden.gov.uk**](mailto:Jamie.spencer@camden.gov.uk) **and** [**Jim.Read@Camden.gov.uk**](mailto:Jim.Read@Camden.gov.uk)**(include compliments in the title).** | | | | | |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | |  | | --- | | I hope this e-newsletter continues to provide useful information about Quality Assurance in ASC.  If anyone has any questions or suggestions, please do reach out to me, Roisin Harper, our ASC Quality Assurance Lead, your head of service or your manager.  With best wishes,  Jamie Spencer  Head of Insight, Quality and Financial Services | | | | |  | |