

# Adult Social Care Quality Assurance

## e-newsletter 9



Welcome to the ninth edition of our newsletter focussed on quality assurance. 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.**"

## SUPERVISION MATTERS

In previous newsletters, we shared our plan for sending out supervisee and supervisor surveys to all front-facing operational practitioners and managers.

It is important that when there are opportunities for staff to feedback on their experiences, we ensure we do it at a time when they are able to fully engage. Due to the support and safeguarding review and mosaic upgrade, we have decided to postpone the date for the surveys.

The Principal Social Worker will now be sending out the surveys in November. If in the interim, you would like to share anything about your experience of receiving and/or providing supervision, please feel free to contact Margaretha Staines (Principal Social Worker) or Roisin Harper (ASC Quality Assurance Lead).

## KEY MESSAGES – QUALITY ACTION GROUP (QAG)

The Quality Action Group has continued to meet monthly and is making progress towards delivering the Quality Action Plan. The group acknowledges that there are many areas that require attention, and it is important that we recognise our areas of strengths and ensure an effective implementation of action plans. In addition, the group is committed to streamlining its efforts and focusing on specific practice areas to create a practical plan that can be implemented, reviewed and achieve positive outcomes.

The group has put forward three practice areas to focus on:

- Waiting Lists
- Auditing and Recording
- Carers

Each practice area will have a dedicated working group, which will include colleagues from across ASC to ensure a collective and systemic approach. We will share updates from these groups in due course.

Another practice area of focus is “Resident Voice” and one of the ways people tell us about their experiences is through compliments and complaints. We may respond to and learn from compliments and complaints on a case-by-case basis, but it is important that we look at the themes across and consider a systemic response.

***The Complaints and Compliments Working Group*** met for the first time in October to work together to form some objectives and outcomes they would like to achieve. The group came up with the following:

- To ensure we capture all complaints and compliments across ASC, including those which may come through other mechanisms, such as Mental Health and Commissioning
- To increase the number of compliments received
- To work with Camden Corporate Complaints team to understand their role and make improvements of the allocation of complaints
- To consider the complaints dashboard functionality and how to make it more user-friendly
- To work with the complaints team and L&D around staff training
- To bring complaints back to team/services to ensure we are closing/responding to complaints in a timely manner
- To moderate complaint outcomes
- To complete dip sample audits of complaints (prior and post contact by ASC)
- To agree on actions for Quality Action Group to take into the Quality Action Plan

## PRACTICE WEEK

***‘Practice Week’*** is an opportunity for staff across ASC at all levels to have an opportunity to get more connected to practice through the lens of a particular practice area. Practice week has been carried out successfully by Children’s Social Work and Early help, with the last one focusing on Trauma-informed practice. ASC are planning a Practice Week to take place in February 2024. ‘

Practice Week provides an opportunity to collaboratively quality assure the work we do and provide learning opportunities. This is achieved by hearing and seeing first-hand how our services impact on the outcomes and life chances for people who draw on care and support, carers, and their families in Camden. By recognising the systemic nature of our work and adopting a mixed methods approach to understanding practice, we can collectively share learning on what works well and where we could do better.

### **Practice Week Activities**

The PSW and Practice Leads are starting to plan and shape the practice week including considering the theme and activities. Some activities which have taken place in other practice weeks include:

- Reviewing casefiles and reflective case discussions
- Feedback from people who draw on care and support, carers and their families
- Observing practice
- Breakfast/Lunch/Twilight and Learn sessions.

### **What happens at the end of practice week?**

Information gathered during Practice Week will be used to create an overview report and will include:

- An analysis of our individual and collective core strengths and areas for learning in relation to the chosen practice area.
- Identify progress and outcomes for people who draw on care and support, carers and families and how we can work most effectively in the chosen practice area.
- Identify any wider system or organisational barriers to delivering services in line with best practice in the chosen practice area.
- Consider individual and cross service recommendations and proposed actions for working towards best practice in the chosen area, as part of our continuing promise to deliver better outcomes to people who draw on care and support.

**We would love to hear your ideas about practice area themes we should focus on during Practice Week. If you have an ideas, then please contact Margaretha Staines (PSW) or Roisin Harper (Quality Assurance Lead)**

## **MENTAL HEALTH PRACTICE DEVELOPMENT LEAD**

Lorna Stewart-Fraser recently joined us as the ***Mental Health Practice Development Lead***. She qualified as a social worker in 2003 and has spent most of her career working in Adult Mental Health Teams. Lorna is also an Approved Mental Health Professional, Best Interest Assessor and Practice Educator.

The Mental Health Practice Development Lead takes a strategic role in developing and implementing strength-based approaches and best practice standards across our mental health teams. This involves ensuring that practitioners are trained and updated on the latest practices and helping them achieve their best outcomes. The role consists of creating or revising training programmes, delivering workshops, and promoting ongoing learning. Additionally, to carry out research or audit of practice to assess the effectiveness and standards of policies and guidance.

Lorna's primary focus is supporting practitioners in fostering curiosity, skillfulness, and harvesting empowerment, creativity, choice, control, and community inclusion. Her role involves assisting practitioners to embed best practice principles and values. This approach enables them to work together effectively with our Camden residents to achieve best outcomes and maximise the use of resources efficiently.

Lorna will be based at 5PS on the 7<sup>th</sup> Floor on Wednesdays and is available to have a chat about anything related to mental health.

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