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| Adult Social Care Quality Assurance e-newsletter 12 |

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| A diagram of quality assurance  Description automatically generated |

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| Hello allWelcome to the twelfth edition of our Quality Assurance newsletter. Through this newsletter, we want to support everyone in Adult Social Care (ASC), from frontline practitioners to leads and managers, and offer an insight into our developing 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.     Let’s work towards our collective Aristotelian ambition…**"Quality is not an act, it is a habit"** |

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| ASC DASHBOARD - NEIGHBOURHOODS ROLLOUT |

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| To coincide with the launch of the new ASC neighbourhood teams in June, we’ve started to roll out new ASC data dashboards to Service and Team managers. The dashboards allow workers to easily access all their allocated work in one place and it will also flag the status of each workflow (e.g. incoming work). The dashboards present information held within Mosaic to help users gain insights and take actions, providing a personalised view to the individual with information on allocated casework for practitioners and an overview of Team allocations to managers.   We commenced this work in 2023 in collaboration with the West Neighbourhood Team who helped co-design the current view of the dashboard (Version 1) and key workflow steps that they felt were the most helpful to see. The dashboard will continue to be developed as we roll it out across Adult Social Care teams and services. There will be a regular feedback loop and structure for considering future changes to the dashboard.  In total, there are 4 new dashboards that are accessible via a data analytics tool called **Qlik Sense.** Service and Team managers currently have access to these 4 dashboards.  Initially, there were plans to roll out the dashboards to all staff in ASC Neighbourhoods in scheduled phases. However, following feedback from Service and Team Managers and Practitioners, we have decided to pause the scheduled team rollout to ensure Service and Team Managers can test the dashboard further, and provide feedback, and suggest changes that would be beneficial to individual teams.  We are hoping phase 2 of the rollout will be launched in autumn and a further update on this will be provided nearer the time.  Any questions please contact Dom Morris, ASC Project Manager. |

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| BELINDA OATES AUDITS SUMMARY |

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| Belinda Oates has completed 3 external audits for us over the last 12 months, focusing on several practice areas including carers, mental health social care and waiting lists.  We will be restarting our annual programme of audits with Belinda in September and wanted to recap on some of the themes and learning from audits so far.  The audits highlighted some areas of good practice alongside areas for development.  **Themed areas of focus:** * Recording practice
* What Matters approach in work with residents
* Mosaic development to support What Matters in practice
* Work with carers
* Practice Guidance development
* Learning and Development to support best practice
* Timelessness of support offered to residents

**We are working hard to incorporate this learning into active streams of work across ASC including:** * Recording Matters
* What Matters Refresh Workshops
* Mosaic workflow redesign
* Carers Action Plan
* ASC Learning and Development Framework
* Neighbourhoods roll out

Managers will have individual discussions with practitioners about findings from audits carried out on their work.  Any questions please contact Roisin Harper, ASC Quality Assurance Lead.  |

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| WORKFORCE STRATEGY UPDATE |

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| **We will be launching our Workforce Strategy later in the summer.** This strategy, and associated action plan, sets out our vision for our social care workforce across Camden. It outlines the steps we will take, in partnership with our commissioned providers, to ensure our workforce is happy, sustainable, with high morale and a strong sense of belonging. It will also ensure our workforce is representative of the diverse communities we support at all levels and have the skills, knowledge and capabilities to provide high-quality support to those who draw on our services. The development of this strategy has been informed by engagement with many stakeholders and partners including our internal workforce. It incorporates and responds to what you told us in the **listening boxes.** Work is already underway which is reflected in the strategy.  This includes: * Enhancing our **ASC local induction**, ensuring all staff receive the right training and information at the right time
* Co-producing a **Flexible Working Framework** across ASC which outlines our approach to flexible working, supported by Timewise. The working group developing this framework is made up of staff from across the service of all levels. They had their first launch session this month where they agreed the purpose of the group and the long term outcomes they will deliver. The next meeting is at the end of September.
* Developing an **ASC Learning and Development offer and framework** that seeks to ensure staff have the knowledge, skills and confidence required to provide the best care and support possible to those who draw on our services. It will also be one of the ways that staff are supported to progress in their career if they wish to do so

**Progress so far:**We have completed a learning needs analysis of all services in ASC, giving us a good overview of the learning needs and development requirements this plan will address. **Next steps:*** Prioritise the learning needs that are most urgent to address
* Gaining further insight into the identified needs, including understanding the desired outcomes for development opportunities
* Actively commissioning more learning opportunities
* Ensuring the learning is embedded in day-to-day practice

If you have any questions about this please contact Watson, our ASC Workforce Strategy Lead.   |

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| ASC SAFEGUARDING FRAMEWORK |

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| We are committed to safeguarding adults in Camden as one of our most fundamental priorities. To support this area of work we are developing an Adult Social Care Safeguarding Framework.  The framework will set out consistent measures to determine how we are keeping people safe and supported across ASC. The framework draws on a combination of quantitative and qualitative measures to determine how well we are conducting safeguarding activity across services. These measures enable us to use the insights gained to identify any trends that may impact our communities or the way we work with people.  We are running a creative and interactive workshop in August to explore new ways to develop the ASC Safeguarding Framework. This will be an opportunity for staff to help shape and define what good safeguarding looks like in Camden and how we measure the quality and impact of our services. We look forward to sharing more updates on the progress of the framework in future newsletters.  |

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| I hope this e-newsletter continues to provide useful information about Quality Assurance in ASC. If you want to read our previous e-newsletters, please visit [here](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fvmm0dj30.r.us-east-1.awstrack.me%2FL0%2Fhttps%3A%252F%252Fascpractice.camden.gov.uk%252Fsupporting-you-in-your-role%252Fquality-assurance%252Fqa-e-newsletters%252F%253Futm_content%3D%2526utm_medium%3Demail%2526utm_name%3D%2526utm_source%3Dgovdelivery%2526utm_term%3D%2523main%2F1%2F01000190e90b6b96-b66c56c0-9a43-4f00-b3f3-b193ea42768a-000000%2F40BbWBEL_xlLvuGz2Sf3HTecGIc%3D384&data=05%7C02%7CNamrata.Bansal%40camden.gov.uk%7C2d972ab07f184d97048308dcad687018%7C5e8f4a342bdb4854bb42b4d0c7d0246c%7C0%7C0%7C638575911362088463%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=Tlz6wYiXh7CxlrAm2bXLs08G4e69cLI0u2BJx7Q1J9A%3D&reserved=0).  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  |

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