

Practice Framework

Adult Social Care



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Introduction

Adult Social Care is part of the wider Health and Adults Services Directorate within North Yorkshire County Council, which includes a variety of other services such as Public Health.

Our aim is to help people to live longer, healthier, independent lives. This core vision underpins all of our work.

- We work to increase the number of healthy years that people live
- We support people to be as independent as possible for as long as possible
- We support people to be part of their communities

We support people to have choice and control over their lives - and protect their best interests where they lack capacity

We keep people safe from harm or abuse

In Adult Social Care we recognise that strengths-based approaches are key in helping to achieve the best possible outcomes for people. All of our work is carried out in line with the Department of Health and Social Care Strengths-based Social Work Practice Framework. The Care Act 2014 guides us to consider people’s own strengths and capabilities, their wider support network and available local resources within the community. Throughout our work we aim to help people grow their strengths, challenge assumptions and reduce the need for ongoing care and support by promoting independence.

Within Adult Social Care we employ people in a variety of roles focused on prevention and keeping people safe and well. Some of the roles include Social Workers, Occupational Therapists, Social Care Coordinators, Living Well Coordinators, and Support Time and Recovery Workers (our ‘practitioners’).

Our Practice Framework collates all of the tools, support and guidance that practitioners require in order to achieve this. It is a live and ever developing resource, which we commit to continually improve and reshape. We will do this in line with feedback from the people we work with, practitioners themselves, our wider colleagues and emerging new practice guidance. This will support practitioners in their roles, enabling them to work confidently and consistently, making relevant decisions in a compassionate, ethical manner.

To further embed our vision, we strive to recruit using a values-based approach, appointing only those who are passionate about best practice and committed to ongoing professional development. We welcome and celebrate diversity and the strengths this brings to our communities and our workforce. We seek to create an inclusive culture with a sense of belonging for everyone. We expect our practitioners to embrace the Practice Framework and the opportunity to make a real difference to the people we support.



Our Vision

“People living longer, healthier, independent lives.”

We will deliver our vision by focusing on three goals:

1

Opportunities for everyone, everywhere

- **Reducing inequality across North Yorkshire** “I will have access to the same services and life opportunities wherever I live or whatever my life circumstances.”
- **Staying well and healthy** “I will have the information and support I need to keep myself as healthy and well as possible.”
- **Improving mental health and wellbeing** “I will know where to get information, advice and support when I need it.”
- **Protecting the health of North Yorkshire's residents** “I will live in a community that promotes good health across all ages and have access to information and services to support my own health and wellbeing.”

2

My time and experiences are valued

- **Respecting people's time** “I will only need to tell my story once to get the support I need. This will be based on my needs, and not delayed by decisions on how it will be funded.”
- **Listening to people's experiences** “My experiences will be heard and used to help make decisions about the way services are designed and delivered.”
- **Embracing technology together** “I will be able to interact with the County Council in more accessible ways, and have support to use technology to enhance my quality of life if needed.”
- **A life outside of caring** “As a carer I will feel valued and have a full and more balanced life.”

3

My home, my community, my choice

- **My home. my community, my choice** “I will be supported to live independently in my home of choice as long as possible.”
- **Outstanding Services** “I can access high quality, affordable services within my community.”
- **Strengthening communities to create opportunities** “I will have the opportunity to be an active part of my community where my contribution is recognised.”

Implementing these goals requires team work cross many roles and organisations including colleagues across health and the wider community sectors.

Our current Adult Social Care model can be seen here. It has been designed to be flexible and responsive, in order to meet our current challenges whilst building towards a long-term, integrated social care model for the future. At the heart of our model is the need for a positive experience for the people we support.

Our Model - What We Do

Prevention and Wellbeing



Information, advice & guidance with the aim of building stronger communities and keeping people and carers independent



Targeted prevention with the aim of slowing down or reducing the need for formal support for people and their carers



Keeping people safe

Innovative approaches to deliver our vision

Examples of how we will aim to achieve this are:

- Ensure people have information to make informed choices about their future and staying independent for as long as possible
- Introduce a simpler approach to understanding people’s social care needs and how these will be met
- Support people to access advocacy where relevant, to ensure they are able to be a part of processes and decisions
- Use specialist and everyday technology, including voice assistants, Smart Home technology, to help people live well
- Complete and implement the Financial Assessment Review so that people know what they have to pay when it is agreed what care or support they need
- Improve the quality and availability of our online information
- Make it easier for people to provide assessment information online
- Make it easier for people to apply for services online at times that suit them best, including online booking for some services
- Find more ways of listening to what people are telling us and act on it
- Develop ways of ensuring that the voice of carers as experts is heard, and can demonstrate that this has shaped and influenced the way we provide support
- Develop our pathways so that more people with learning disabilities and/or autism can live in the community with the right support
- Continue to modernise and develop Social Care Mental Health services
- Develop a Quality Pathway which creates a mechanism to deliver outstanding care whilst increasing governance and continuous learning

- Reduce and delay the number of people who need care because they are supported to be part of their community, and support themselves
- Introduction of Conversation Record approach, to support strength based person centred conversations

To support these aims we are committed to the principles outlined by Think Local Act Personal (TLAP) - six themes to reflect the most important elements of personalised care and support. These align with our Adult Social Care Vision:

- Wellbeing and Independence: Living the life I want and keeping safe and well
- Information and Advice: Having the Information I need, when I need it
- Active and Supportive Communities: Keeping family, friends and connections
- Flexible and Integrated Care and Support: My support, my own way
- When things need to Change: Staying in Control
- Workforce: The people who support me

We are signed up to the TLAP ‘Keeping it Real’ framework to evidence how we implement these themes in our practice, working collaboratively with the communities that we serve to ensure that our priorities are shared priorities.

What do we mean by a Practice Framework?

Our Practice Framework contains a number of resources bringing together the key theories, values, principles and approaches that inform social care practice. It provides an evidence-based structure for interventions that promote knowledge, learning and sharing of best practice.

This document (chapter) is part of our Practice Framework and sets out publicly how we will deliver outstanding social care practice in North Yorkshire. We also have internal chapters to support NYCC colleagues in the delivery of our intentions.

As identified within the Care Act the framework has strength-based practice as its underlying ethos as it guides everything that we do in social care. However, it is recognised that Adult Social Care practice is complex and wide ranging, spanning many teams and services. As such our practitioners use a range of different approaches and models – recognising that in a county the size of North Yorkshire with urban and rural areas, what is the right approach for one person isn’t necessarily right for another.

The Framework

- Sets out North Yorkshire County Council’s key priorities for Adult Social Care
- Defines what the people of North Yorkshire can expect from practitioners working within Adult Social Care
- Details the range of practice tools, resources and sources of support available to Adult Social Care practitioners in their role
- Describes what practitioners within Adult Social Care can expect from North Yorkshire to support them in their role

The Practice Framework sets out to drive and influence how we work and interact with partners and the people we support.

The Framework will also be reflected through the supervision processes, quality assurance systems and modelled throughout the organisation. It embeds reflective supervision which promotes the opportunity for learning and growth for the practitioner and the organisation.



What is expected from practitioners working within North Yorkshire Adult Social Care?

All practitioners within North Yorkshire County Council work from a strengths-based approach within the statutory framework of the Care Act 2014. They take an approach that focuses on strengths, promoting connections within communities and supporting people to achieve their identified outcomes. Within mental health services this may be described as working from a 'recovery model' perspective. These approaches align, as they are all underpinned with the aim of valuing a person's strengths and potential.

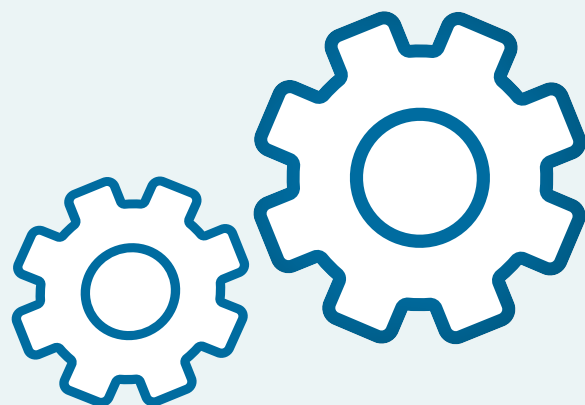
This approach recognises and promotes the individual as an expert in their life and circumstances, and supports an approach to work alongside and not 'do to' the people within our communities who we serve.

We work creatively to support people by using a range of tools, starting with the 'Conversation Record' to understand the person's current circumstances.

- We use a Conversational Assessment to ensure we place the person at the centre of the discussions to enable them to take on the role of 'expert' in their own life.
- We will aim to understand the **person's skills, expertise and experiences, and explore how they can be used** or enhanced in their care and support.

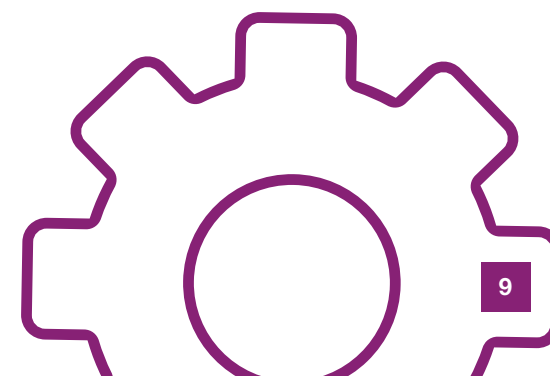
- We will work with people to identify how they may use their **own skills and experience to help achieve their goals**, or may identify particular interests and passions that they want to maintain or re-visit.
- We will take an approach that **draws on established networks of friends and associates** to contribute to that person's care and support.
- We will ensure that the conversation is about listening and connecting people to things that make their life work without us. It is a discussion about all of the resources and support that we can connect the person to, within their community and networks, in order to help them be as independent as possible.

Social Workers and Occupational Therapists within our organisation are required to make complex decisions, based on evidence and research to inform this decision making, along with high levels of skill in developing good working relationships with the communities that they serve and other professionals and agencies. This enables them to underpin practice with a Strengths Based approach.



To work in a strengths-based way our practitioners need to:

- Be respectful, sensitive and empathetic when we communicate with people and be transparent and open about our role and purpose
- Work collaboratively with individuals, carers, communities and other networks to understand and utilise assets
- Actively listen to focus on what the person feels is important in their life: what they want to tell us and what they want us to know concerning their life, outcomes and aspirations
- Be curious about each person's experiences and what is behind these experiences that carry meaning for that individual
- Respect diversity, uphold the principles of equality and inclusion and understand the impact of an individual's culture on their understanding of their situation and outcomes
- Underpin practice with reference to research, policy and statute to ensure there is a clear evidence and knowledge base to their decision making
- Apply knowledge and understanding of disabilities, impairments and other health conditions when planning support so that interventions are individual to the person
- Promote positive risk taking and involve the person in developing risk management plans, respecting a person's right to take risks when they have mental capacity to make their own decisions around this
- Understand the statutory frameworks that they work within and how to apply these effectively to promote people's rights
- Utilise supervision and learning opportunities to critically reflect on their practice and maintain their professional curiosity and practice wisdom
- Champion use of technology – as a means of communication and or support, to creatively utilise resources to support people in meeting their outcomes, such as Assistive Technology
- Ensure that creative options are explored to support people to meet outcomes, such as use of Direct Payments



How practitioners are supported by North Yorkshire County Council to deliver good quality Adult Social Care interventions

To support our colleagues to deliver the requirements of this Practice Framework we provide them with the following:

A dedicated Training and Learning team to deliver a wide range of training both online and face to face

A Practice Library that collates research, Practice Guidance and other resources to support all aspects of social care practice

Practice Support Meetings – a collaborative and supportive forum to discuss practice and ensure that all options are explored to promote wellbeing and meet identified outcomes for people

Practice Peer Meetings – peer support to reflect on and discuss practice, to share knowledge and support best practice

An annual ‘Festival of Practice’ celebrating social care and exploring innovative and creative ways to develop our practice

Membership of the Yorkshire Urban and Rural Teaching Partnership which gives access to masterclasses on key topics relevant to social care, from academics and researchers, and a joined up approach to Social Work training

Strengths-based supervision – with a commitment that all Social Work supervisors will evidence the Post Qualifying Standards for Supervisors in Adult Social Care. Supervision that is underpinned by a reflective approach

Dedicated time for Continuing Professional Development (CPD), supported via a CPD Framework and regular opportunities for learning. This ensures qualified practitioners also meet the requirements of their regulatory bodies – Social Work England and the Health and Care Professions Council

Support to newly Qualified Social Workers via the Assessed and Supported Year in Employment programme and support for newly Qualified Occupational Therapists via the NQOT programme, which gives newly qualified practitioners extra support during the first year of employment

Professional Development opportunities such as training as a Practice Educator to supervise the next generation of Social Workers, Approved Mental Health Professional Training, Best Interests Assessor training

A commitment to offer regular opportunities for existing practitioners to undertake degree level apprenticeships to become professionally qualified practitioners

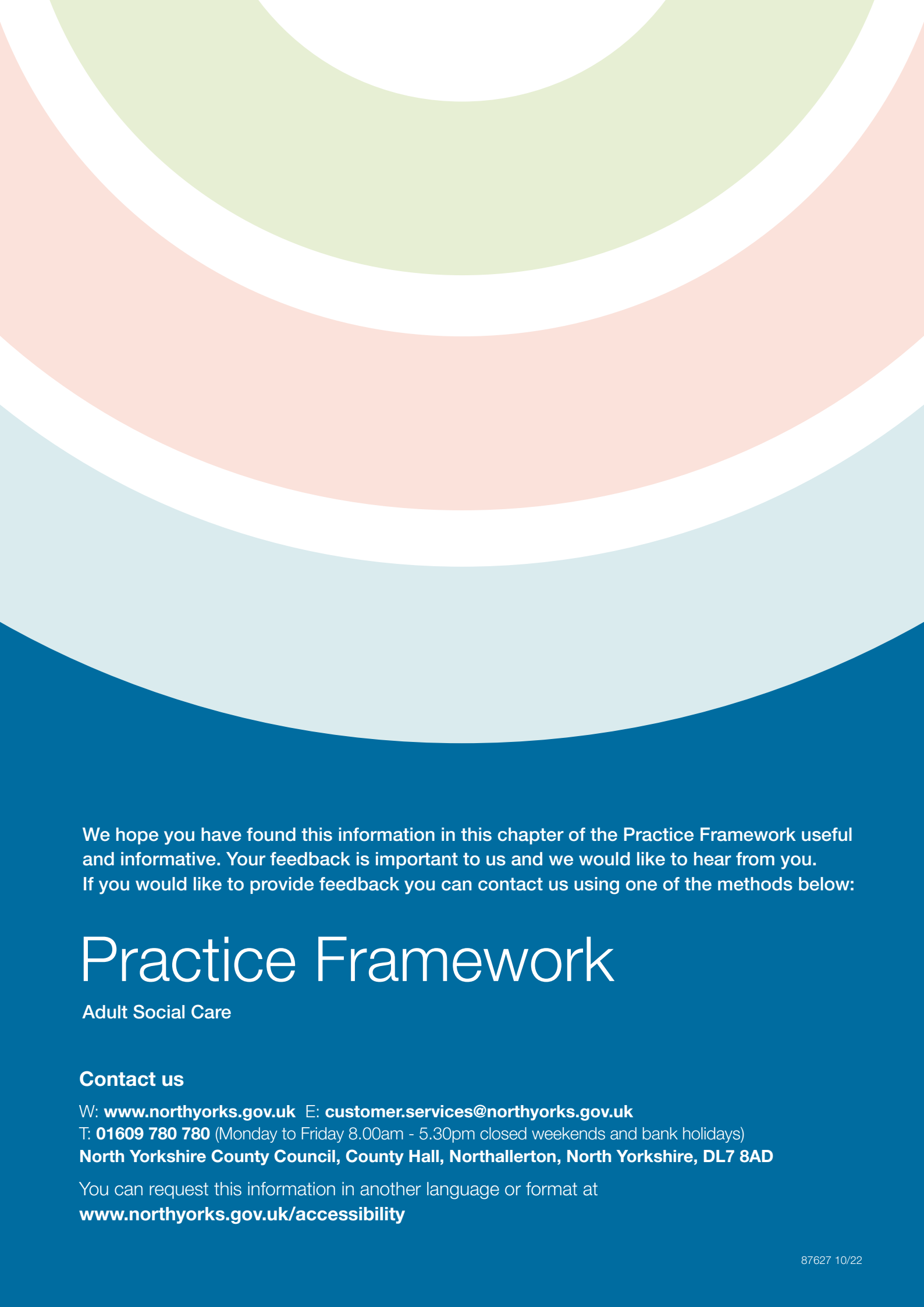
A Human Resources wellbeing offer to promote health and resilience

HAS Weekly Brief – regular opportunities to hear from the Senior Leadership Team about shared priorities and key issues in social care locally and nationally

Our Digital offer – working flexibly with access to digital technology such as Microsoft Teams

The implementation of this Practice Framework will be monitored by the Practice Team and through use of evaluation tools as part of our developing Quality Assurance Framework. A key component of this will be to seek regular feedback from people with care and support needs.





We hope you have found this information in this chapter of the Practice Framework useful and informative. Your feedback is important to us and we would like to hear from you. If you would like to provide feedback you can contact us using one of the methods below:

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Adult Social Care

Contact us

W: www.northyorks.gov.uk E: customer.services@northyorks.gov.uk

T: **01609 780 780** (Monday to Friday 8.00am - 5.30pm closed weekends and bank holidays)

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You can request this information in another language or format at
www.northyorks.gov.uk/accessibility