Pride in Practice

A strategy for Social Work

2012 - 2015

June 2012

Leading the Way
I am pleased to present the “Pride in Practice Strategy” which offers social workers an opportunity to drive forward and champion quality social care provision within our Trust. The strategy sets clear expectations about the future direction of the profession and the opportunities for social workers to lead and develop practice.

It is well recognised that social workers are fundamental to the delivery of high quality care and are in significant position to positively influence and improve the outcomes for service users both within acute and community care.

The financial environment, our ageing population and the complexity of service user’s needs present many challenges as to how we deliver the best care. One of the ways to meet these challenges is to foster a culture where improving quality and embracing innovation is fundamental to how we work. I am pleased to endorse the emphasis on Safety, Quality, and Experience within the strategy and I look forward to seeing how the overall strategy ensures good outcomes for social workers and service users within SET.
Introduction

Welcome to *Pride in Practice A Strategy for Social Work in SET, 2012 – 2015.* This is the second Social Work Strategy developed by the South Eastern Health and Social Care Trust (SET). Within our strategy we set our vision for social work for the next three years and outline how we plan to achieve it through the objectives we have agreed following consultation with staff, service users and carers.

We intend to build on the foundation of excellence which we developed through the implementation of our first strategy. We remain absolutely committed to ensuring we provide the best social work services to our users and we provide the best support and development opportunities to our social work staff.

Thank you to everyone who has contributed to the development of this strategy; I look forward to working with you all in ensuring this strategy make a difference to the care we provide.

Ian Sutherland
Executive Director of Social Work
Our Vision

In South Eastern Health and Social Care Trust we will provide quality social work services which support people to improve their lives. We will achieve this by ensuring our social workers are competent, confident and supported to work alongside people who deliver or use our services.
Our Objectives

During our consultation workshops we considered the key challenges and practice issues for social work within SET. We considered the Regional Strategy for Social work, “Improving and Safeguarding Social Wellbeing. 2012-2022,” SET Corporate Plan, many relevant strategies and the views and experiences of those who deliver and use our services.

We identified 6 key objectives for our profession to focus on within the next three years. We will ensure achievement of our objectives through the development of corporate and local action plans and activities led by social work champions throughout the organisation.

Leading the Way

Safety, Quality and Experience

Ensuring Best Practice

Working with Others

A Learning Journey

Pride in Practice
Leading the Way

The role of the social worker is unique. We assist services users and carers in partnership with our colleagues to improve individuals’ wellbeing and circumstances. This role of providing care and protecting vulnerable people is challenging and fraught with many dilemmas, some public and some private. In SET we will lead the social work profession, setting highest standards for practice and ensuring our profession is prepared to meet both present and future demands.

Our Objectives

To ensure social workers have the opportunity to deliver a quality service.

To ensure visible leadership in social work at all levels within the organisation, ensuring our contribution to the care of services users is acknowledged and promoted.

To develop a leadership strategy to ensure we can respond confidently to current practice demands and prepare our workforce to lead practice in the future.

To ensure opportunities to lead innovative and multi-professional work to improve our services.

Leading the Way
Safety, Quality and Experience

The safety and wellbeing of services users, their carers, and families are at the heart of social work practice. We wish to inspire confidence and trust in how we deliver our social work services. We will promote high standards, monitor, and review the quality of the service we deliver. We will ensure our workforce is regulated, supported, and skilled to meet the complex needs of service users. We will ensure opportunities to learn from our mistakes and review our services.

Our Objectives

To ensure that our services are safe, effective and contribute towards achieving best outcomes for service users.

To further embed Safety, Quality and Experience initiatives to evaluate the impact of our practice with those who use our services.

To ensure sound professional governance arrangements are integrated within social work practice consistent with the SET Integrated Governance Strategy.

To ensure we publicise and acknowledge good practice whilst ensuring continuous improvement by learning from mistakes and service reviews.

Leading the Way
Ensuring Best Practice

Whilst most social workers work as part of a team, service user’s experience tell us that the service they receive is most always judged on how they have been treated in individual circumstances. It is the responsibility of all social workers to ensure they provide a caring and professional service, which aims to assist service users achieve the best outcomes for them.

Our Objectives

To ensure our social workers are equipped and supported to provide the best person centred care in all individual circumstances.

To ensure social workers listen to the views and wishes of service users, implement these in practice and share these with teams and managers, contributing to the overall development of services and planning for the future.

To ensure social workers have the opportunity to engage in service review and evaluation activities, in order to influence future planning based on service users needs and outcomes.

To promote opportunities for social workers to share and learn about best practice across a wide range of settings.

Leading the Way
Working with Others

Most social work practice takes place within individual contexts; however there are many professionals and agencies involved in the planning and delivery of services. Social workers work in partnership with many professionals and agencies to provide greater choice and local community supports. In SET we will continue to work with all individuals, groups, and agencies to support opportunities for increased health and wellbeing.

Our objectives

To ensure we promote the values and role of social work within integrated teams and services.

To ensure social workers listen to service users, groups and providers, sharing feedback to the organisation to influence how we work.

To engage with local communities contributing to support initiatives, which help people stay safe and well in their home.

To develop a culture which ensures social work practice is continually improving based on knowledge of our local community needs, developing research, and evaluation of service users’ experiences.
**A Learning Journey**

The quality of the service we provide is influenced by the skills and abilities of our social workers and their colleagues. To continually improve the quality of our practice we must invest in learning opportunities for all social workers. In SET we will ensure that we will continue to develop our learning culture and provide varied opportunities to enable social workers, to meet service users’ changing needs and to ensure the organisation is developing skilled practitioners and future social work leaders.

**Our Objectives**

To ensure we provide learning and development opportunities to meet the needs of social workers and support career progression.

To ensure the development and delivery of an annual training and research plan developed to meet the needs of social work practitioners and managers.

To provide leadership and managerial skills programmes for all social work leaders and managers

To ensure the achievement of Post Qualifying Social work Awards consistent with PSS Training Targets.
Pride in Practice

We will be proud of our achievements and will actively acknowledge excellence and publish our success. We will share our learning about social work practice both within and outside SET promoting social work as a respected profession.

Our Objectives

To create opportunities to celebrate, acknowledge and publicise the individual and collective achievements of all our staff.

To develop a framework which will ensure opportunities to share and disseminate good social work practice.

To participate in continuous improvement practices ensuring the highest quality of services based on best practice and research.

To promote the expectations of highest standards of practice and give staff the confidence and support to challenge poor practice and poor performance.

To promote SET as a good place to work.

Leading the Way
Implementation

For a strategy to be implemented it must be owned and supported by all social workers within the Trust. A number of consultation approaches have been engaged during the development of the strategy; we are dependent on social workers who have influenced the strategy, to take responsibility to deliver the actions necessary to achieve our agreed objectives.

Our action plans will be coordinated through the Social Work Professional Forum and led by social work champion’s throughout the organisation. Action plans will be reviewed annually and outcomes presented at an annual Pride in Practice event.