

sample outline 1

Sample module for managers and leaders in social care organisations with responsibility for leading the way on working effectively with carers and recognising their knowledge and expertise.

aim

To help managers to consider the range of issues they need to address – to plan to enhance good practice with carers in their team(s).

learning outcomes

By the end of the session managers will be able to:

- Consider the forums they can use to promote good practice with carers
- Identify team processes that they need to review and update
- Identify the aspects of team and individual practice with carers that they wish to change or develop
- Consider how to involve carers in developing good practice.

indicative content for a 2 hour facilitated discussion

1. What is good practice with carers? – key elements including assumptions, choice and control, rights and legislation, working in partnership with carers, valuing carers' knowledge and expertise.
2. What do I need to review and embed in team/organisational processes?
– team meetings, supervision, appraisals, induction and recruitment
3. Do we have the right team culture – communicating the vision to staff
– what needs to shift and how?
4. What level of training do we need? – awareness, enhanced awareness, specialist
5. Involving a range of carers in developing good practice – key factors to consider when engaging carers in training

See overleaf for sample checklist for managers.

checklist for managers

areas to consider	what's my concern	action
Leadership role – promoting good practice in working with carers	Am I using every opportunity to promote good practice – team meetings, supervision, appraisals, induction and recruitment	
Good practice with carers	Assumptions about carers Choice and control Rights and legislation Sharing information Diversity of carers	
Recruitment	Practice with carers is included in job spec and interview. Encouraging carers to apply for jobs in your service?	
Induction	Practice with carers is included in on and off the job induction	
Team culture re carers	Staff work with carers as partners in caring Staff recognise carers' knowledge and expertise	

checklist for managers (cont'd)

areas to consider	what's my concern	action
Team processes and procedures	Processes have positive impact on working with carers	
Team performance and training needs	Practice issues to address as a team	
Individual performance and training needs	Practice issues to address with individuals	
Team development plan	Plan to enhance and embed good practice working with a diverse range of carers	
Involving carers in staff development	How to engage and support a range of carers to assist with developing staff	
Service outcomes	Specific tangible service improvements which are relevant, time and appropriate to a diverse range of carers	