



Department  
of Health

# NAMED SOCIAL WORKER PHASE 2

Programme pack



# *Welcome to phase 2 of the Named Social Worker Programme.*

*Read on to find out about:*

- *The ambition*
- *The programme team*
- *How we'll work together*
- *Priorities for Phase 2*

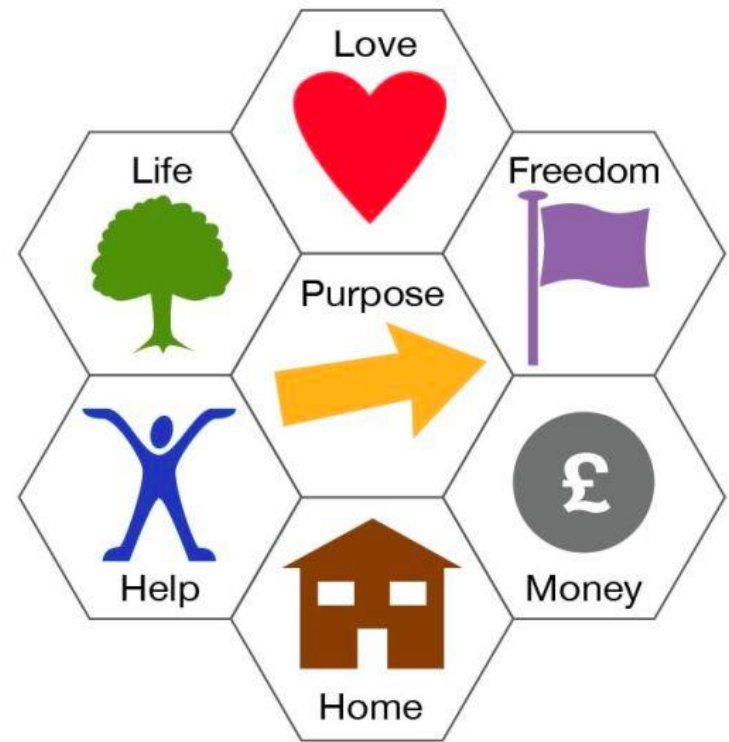
# Programme ambition

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# *A good life for people with learning disabilities*

The Department of Health is supporting the development of a Named Social Worker approach in 6 local authorities. The ultimate goal is simple: that people with learning disabilities live a **good** life.

What that means in practice is best defined by each individual and the people around them, but we think Simon Duffy's '[Keys to Citizenship](#)' - purpose, love, freedom, life, money, home and help - are helpful in setting a frame for ambition.



# *Piloting a Named Social Worker approach*

The Named Social Worker programme aims to support sites to make changes to social work practice and wider system conditions that will improve outcomes and experiences for individuals with learning disabilities, and for the people around them. What the Named Social Worker model looks like in practice will vary from one place to the next, but the ambition is for all the sites to:

- 1. Provide excellent person-centred support** for individuals with learning disabilities and the people around them
- 2. Equip and support social workers to be enablers of high quality, responsive, person centred and asset based care**
- 3. Build a more effective and integrated systems that bring together health, care and community support and delivers efficiency savings**

*""My social worker is  
there for me."*

INDIVIDUAL SUPPORTED BY A  
NAMED SOCIAL WORKER,  
PHASE 1

# *Phase 1*

Six pilot sites - Calderdale, Camden, Hertfordshire, Liverpool, Nottingham and Sheffield - took part in the first phase of the Named Social Worker project, which ran from October 2016 to March 2017.

Even in its short timespan, the project generated insights in how providing permission for social workers to practice differently, to work more closely with individuals, and to work confidently in multidisciplinary teams throughout an individual's health and care journey, could benefit their work, and individuals' lives.

We look at this in a little more detail now, but the full report can be found [here](#).



# *Phase 1: what we found*

## **The difference made to people's lives**

The named social worker approaches in the first led to examples of:

- Discharge or proactive work towards discharge from hospital for people for whom this was not previously on the agenda
- Individuals having greater choice over where they will live with a focus on living independently and in the community
- Individuals feeling more supported by their social worker, with stronger relationships and trust, built through having a consistent worker
- Individuals being more involved in their care, for example, through better support planning that is based on people's aspirations or through being involved in decisions and meetings

## **The difference to social workers and the system**

In addition to the impact on individuals, the pilots also had an impact on the social workers and on the wider system. For example,

- Better coordination and collaboration between colleagues across professions
- More visibility and recognition of the social model of care within multi-disciplinary teams
- Named social workers building practical knowledge and experience in specific areas such as the Mental Capacity Act, the Care Act and the European Convention on Human Rights
- Named social workers developing their confidence to advocate for individuals
- Named social workers spreading their learning from the pilot across wider social work teams



## *Phase 2: the 6 pilot sites*

Building on the learning from phase 1, each site will be responsible for developing and implementing their approach to a named social worker, with practical support from the programme team.

3 sites will be spreading their current named social worker model and practice:

- Hertfordshire
- Liverpool
- Sheffield

3 sites will be building on learning from phase 1 to develop a named social worker approach in a new place:

- Bradford
- Halton
- Shropshire

# *Phase 2: a named social worker for different cohorts*



The 6 sites will be exploring the role of a named social worker for different cohorts, including:

- people who are in or at risk of being admitted into in-patient settings, often referred to as the 'transforming care cohort'
- people who are in the process of transition in their lives as they approach adulthood, often with significant changes to the services and people supporting them
- people who need a small amount of support to remain independent and to thrive

Who we are

# *The programme team*

The Department of Health initiated the Named Social Worker programme in order to build an understanding of how having a named social worker can contribute to individuals with learning disabilities achieving better outcomes; specifically that they and their family are in control of decisions about their own future, and are supported to live with the dignity and independence which we all strive for. This programme is specifically about trying something different, piloting new ideas and generating early and indicative evidence as to their impact.



Department  
of Health



Innovation Unit is a social enterprise that grows new solutions to complex social challenges. We build alliances with ambitious places, organisations and systems to make sure innovation has lasting impact, at scale. Innovation Unit believes in the power and potential of people to create change for the better.

Innovation Unit will be working with you to develop and implement your Named Social Worker model; helping you to articulate and capture your learning so that you, your peers and the wider sector can benefit from your experience.



social care  
institute for excellence

The Social Care Institute for Excellence (SCIE) improves the lives of people who use care services by sharing knowledge about what works. We are a leading improvement support agency and an independent charity working with adults', families' and children's care and support services across the UK. We also work closely with related services such as health care and housing.

We are leading on the evaluation strand of the Named Social Worker programme and will be providing some coaching support.

# *The programme team*



Lyn Romeo, Chief Social Worker, Department of Health



Gill Moffett, Dementia and Disabilities Unit, Department of Health



Katie Weeks, Policy Manager to Chief Social Worker, Department of Health



Chloe - programme lead and coach



Linda - evaluation lead



Fran - learning and sector engagement lead and coach



Jenni - codesign lead and coach



Hugh - coach



Ali - creative codesign expert



Emily - research and project coordination

How we will  
work together

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# *How we'll work together*

Over the course of the next 6 months you will be:

- Designing/ refining/ further developing your named social worker approach and model.
- Implementing changes, reflecting and learning from what happens, what works and what doesn't.
- Gathering evidence and reporting on the difference the approach has made.

Throughout the journey you will get learning, challenge and support from the programme team and the other sites.





# *Programme support to sites*

The majority of the support that the Innovation Unit - SCIE team will offer through the programme will be bespoke to each site. We will make our support as responsive, flexible and helpful as possible to enable you to achieve your ambition for your pilot. Support will include:

- **A dedicated coach throughout the programme**
- **Design and facilitation of 2 site visits or workshops in your locality**
- **Specialist input across themes** - *evaluation, codesign, reflective practice, other themes as per interest*
- **A series of webinars involving all sites and the wider sector**
- **Practical tools** - *frameworks for design and development; implementation; evaluation and learning*
- Opportunities to share and raise the profile of the work you have been doing with the wider sector

# *Learning across sites*

**We will support sites exploring similar themes to connect with each other as well as facilitating spaces for programme wide sharing and reflection. For example, through webinars and site buddying.**

**We hope to help create a learning community between sites that is characterised by values of:**

- **openness and reflection**
- **exchange of ideas and stimulus**
- **critical friendship and constructive challenge**
- **a supportive environment for airing concerns and celebrating achievements.**

# *Wider sector engagement*

The models developed in the Named Social Worker pilot sites will chart the way towards more person centred, effective and efficient ways of working. We don't want the impact of their work to be limited to the pilot sites. We want to work with you to learn with and from a wider community of people, places and organisations and to spread these models.


**We will:**

- Engage the wider sector in conversation around the programme, our ambition, our learning and our challenges
- Develop a 'Named Social Worker Practice Guide' - a practical collection of, for example, knowledge, tips, tools, lessons learnt, evaluation findings (impact on people, staff and cost-benefit to the system) and stories from the sites, which will aim to support further development and adoption of different approaches to the named social worker across the country

# Priorities for phase 2

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# *Priorities for phase 2:*



Doing 'good social work' and being ambitious about what this means



Evidencing the impact a named social worker can have



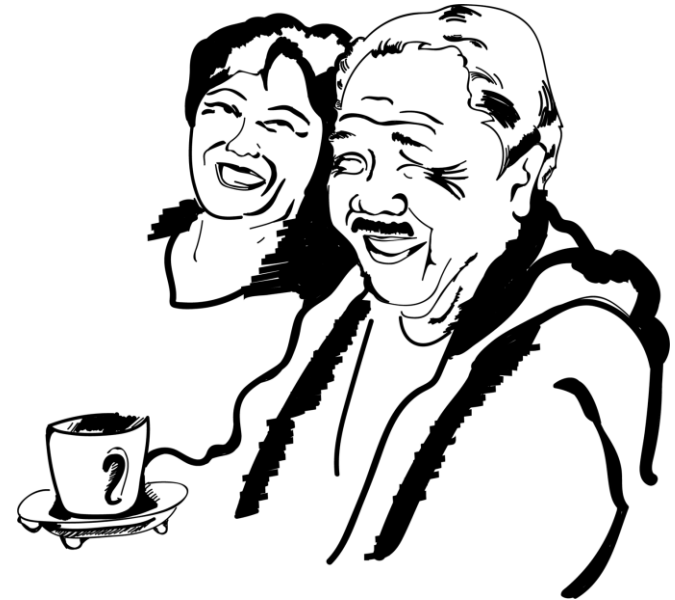
Having people with learning disabilities at the heart; from design and delivery, to learning and evaluation



Learning on behalf of the wider system

# What we mean by.... Doing 'good social work' and being ambitious about what this means

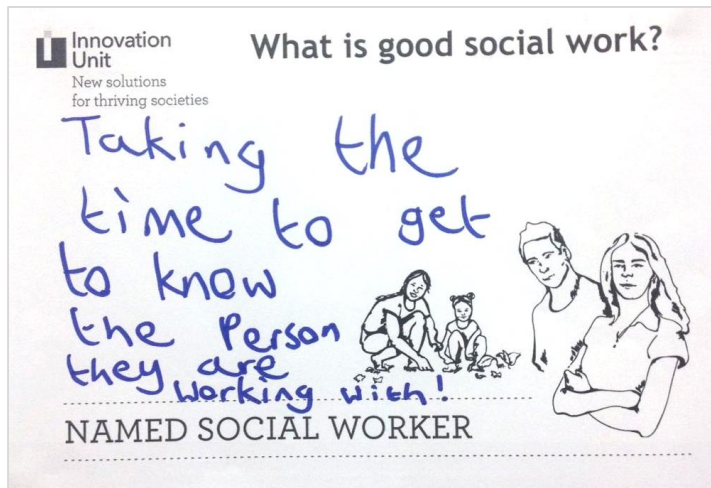
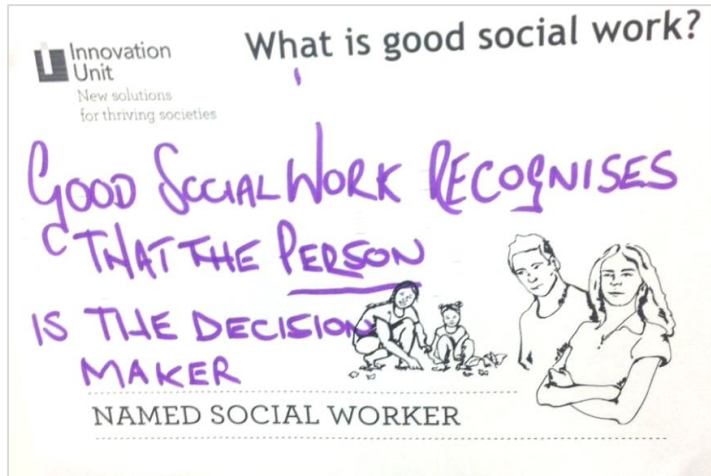
The Department of Health and the other stakeholders in the Named Social Worker programme believe in the potential of the social model of care and of 'good social work' - as defined in phase 1 of the programme - as key to significantly improve outcomes and experience for people with learning disabilities. This phase of work offers us an opportunity to define more clearly the different offers and elements of a named social worker approach, how it is different and what it takes to deliver it.



**To grow and learn about social work practice during the pilot, we will encourage and support approaches such as:**

- reflecting and being open to challenges about the role the social worker is playing, from workers, colleagues and service users
- working to articulate and codify the role of the named social worker
- developing a set of principles for the practice of the named social worker
- gathering case studies that exemplify what we mean by 'good social work'

What we mean by.... Doing 'good social work' and being ambitious about what this means



### ‘Good social work’ as defined in phase 1

Our mission as social workers is to **empower and enable people**, with **positive risk taking**, and work within a **human rights framework** in **pursuit of social justice and equality**.

The most important skills of a great social worker are **communication** (in its broadest sense, from active listening and empathy to conveying information in an accessible and logical way), **relationship building** and **critical evaluation**.

When working with their **clients**, you will see great social workers **listening** and **advocating**.

When working with their **social worker colleagues**, you will see them being **reflective** and **critical friends**.

When working with **other professionals**, you will see them being **challenging** and **collaborative**.

# What we mean by....Evidencing the impact of a named social worker

We understand that sites are incredibly busy delivering the NSW programme.

As such, our commitment is that all evaluation activity will be light-touch, meaningful and realistic.

- **Light-touch** - we have designed a range of tools for sites to tailor to the own circumstances (rather than expect sites to start from scratch)
- **Meaningful** - we will support sites to identify a small number of key evaluation questions to answer by the end of the programme
- **Realistic** - we will co-design an evaluation plan that is embedded into (rather than added onto) daily delivery of the NSW programme



## We will do this by:

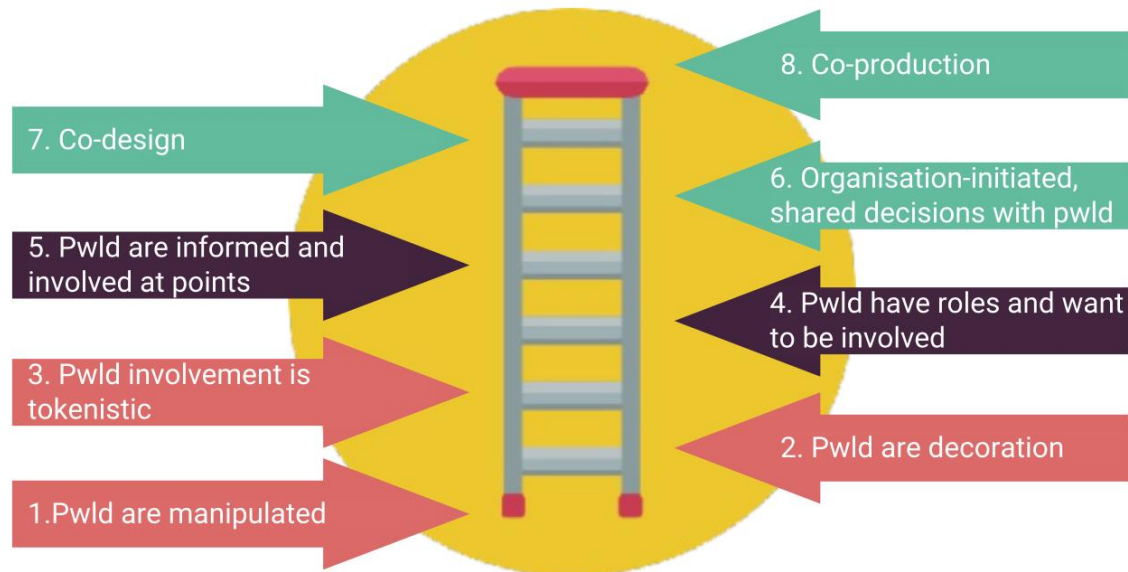
- Co-designing a programme *theory of change* at programme set up. This is a visual map which breaks down the logic of a programme. In other words, why doing certain things in a certain way are anticipated to lead to particular outcomes.
- Working with you to identify *key evaluation questions* to answer by the end of the programme. For example:
  - To what extent do people with learning difficulties have consistent and trusting relationships with their social worker and other service professionals?
  - How do NSW feel they are empowered and supported to deploy their skills and judgement?
  - To what extent has the NSW programme led to improved communication between partners?
- Plotting out the data required to answer these key questions, clearly identifying who is responsible for capturing evidence (and at what points) in a tailored *evaluation framework*
- Providing dedicated evaluation support (eg. economic analysis) to draw upon when needed



# What we mean by.... Having people with learning disabilities at the heart of the pilot

When we talk about meaningful involvement of people with learning disabilities we are referring to ensuring that all people with learning disabilities are involved in a way that is both accessible and interesting for them. This includes ensuring that people with complex needs, non verbal communication and people with behaviour that can be seen as challenging are meaningfully involved. This ladder of participation explores the different levels at which people with learning disabilities might be involved. We will support areas to use this to gauge where they feel they are currently working and where they aim to be.

Participation ladder for people with learning disabilities (pwld)



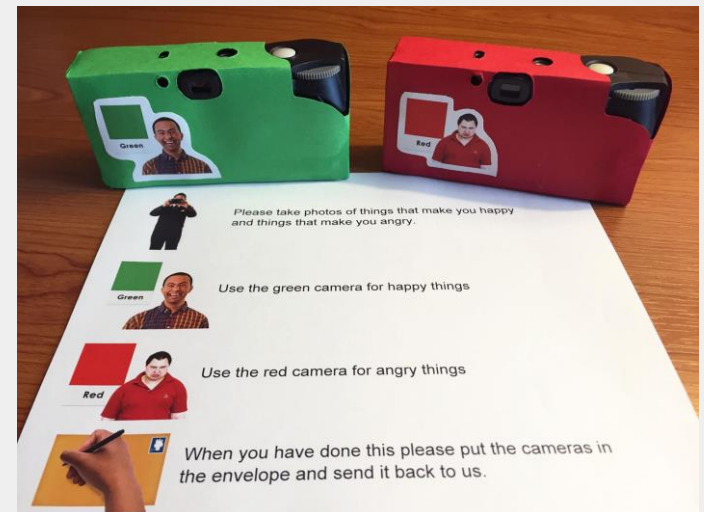
# What we mean by.... Having people with learning disabilities at the heart of the pilot

A number of sites reflected that they would like to be more creative and ambitious about how to involve people with learning disabilities and the people around them, both in developing individual plans and in influencing the way that the Named Social Worker model is defined and implemented locally.

To enable people to have genuine control of their own life they must be involved in a way that is meaningful to them, in the service design or individual planning and decision making processes.

**We will support sites to design and put into action meaningful engagement, looking beyond traditional methods. For example:**

- Using creative techniques to make involvement more enjoyable and accessible
- Arranging to go to people with learning disabilities, rather than meeting in less familiar surroundings
- Involving people that know individuals with learning disabilities well, for example support workers who may be able to help contextualise or interpret responses



# What we mean by.... Learning on behalf of the wider system

We want it to help you showcase and make the case for the models you are developing. And we also want to help other places and the wider system to think about how this work can help inform much needed changes in practice.

## **In practice, this will mean:**

- Using social media and possibly a small number of newsletters to amplify the conversation around the programme, engage others and share learning, lessons, challenge and tips
- Developing with you simple outcomes to capture and share key developments and learning from your sites
- Asking you to write one reflective blog over the course of the programme, to be shared with the wider community we will be engaging
- Convening a face to face conversation on learning for the wider system towards the end of the programme

We will adapt this plan to respond to emergent learning and opportunities over the next 6 months. We welcome your thoughts and suggestions on opportunities to seize and conversations to join.

We are also very interested in knowing who you think the programme should be learning with and from - what people, organisations and places - whether in your locality or nationally - we should be engaging in this work-strand.

We look forward  
to working with  
you over the next  
6 months!



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