

## **ADULT CARE AND WELL BEING OVERVIEW AND SCRUTINY PANEL 27 SEPTEMBER 2017**

### **SOCIAL WORK WITH ADULTS: STRENGTHS-BASED APPROACH**

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#### **Summary**

1. The Adult Care and Well Being Overview and Scrutiny Panel will receive an update on the new strengths-based approach to social work with adults, since its introduction in April 2017.
2. Representatives from the Council's Directorate of Adult Services have been invited to the meeting.

#### **Background**

3. In March 2017, prior to the County Council elections, previous members of the Adult Care and Well Being Overview and Scrutiny Panel looked at a new, innovative approach being introduced to the Council's social care workforce, called 'The Three Conversations Model'.
4. The Directorate agreed to update the Scrutiny Panel on progress with implementation. A presentation will provide further information and this will also inform the new members of the Panel.
5. The Three Conversations Model involved a radical change in social work approach, putting empowerment and independence at the heart of our interactions with people. The model had evidence in other areas of better outcomes for residents, greater and sustained independence and a reduction in spend on services.
6. A strengths-based approach to social care builds on the resources and resilience that an individual already has, including family, friends and the wider community. The approach aims to turn on its head the custom and practice of current social work assessment models which start with the question: what can't you do? This will invariably lead to a focus on deficits and how the Council can provide services to meet those, rather than a conversation about how the individual and their wider networks can support and increase their own independence.
7. A key message from the Care Act 2014 is the requirement for local authorities to 'consider the person's own strengths and capabilities, and what support might be available from their wider support network or within the community to help'.
8. Staff would need to know people's communities and neighbourhoods to be able to work in this way, and learn a new way of recording work, with no hand-offs, no referrals, no triage or waiting lists – and lots more accountability and seeing things through to the finish.

9. The new approach would be introduced with two teams from April, with evaluation and innovation sites to learn new ways of working from May to July. It was planned to have the model working across the county from February 2018.

10. During the March 2017 discussion, panel members fully supported the new approach, whilst recognising the importance of community links, joint working with health partners and the significant cultural change for staff involved.

## **Purpose of the Meeting**

11. Following the information provided and discussion of the strengths-based approach in social work with adults, the Scrutiny Panel is asked to:

- determine whether any further information or scrutiny work is required at this stage
- agree any comments to highlight to the Cabinet Member for Adult Social Care.

## **Supporting Information**

- Further information on 'The Three Conversations Model', and other Council's experiences of implementing it, are available on the Partners4Change website, which can be accessed here: <http://partners4change.co.uk/>

## **Contact Points**

### County Council Contact Points

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### Specific Contact Points for this report

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## **Background Papers**

In the opinion of the proper officer (in this case the Head of Legal and Democratic Services) the following are the background papers relating to the subject matter of this report:

- Social Care Institute for Excellence (SCiE) 'Strengths-based approaches for assessment and eligibility under the Care Act 2014 – the guide and other information is available on the Institute's website at: <http://www.scie.org.uk/search?sq=%27Strengths-based+approaches+for+assessment+and+eligibility+under+the+Care+Act+2014+>
- Minutes and Agenda of the Adult Care and Well-being Overview and Scrutiny panel on 16 March 2017 and 20 October 2016 – available on the Council's website at: [here](#)