

ADULT CARE AND WELL BEING OVERVIEW AND SCRUTINY PANEL 14 MARCH 2019

SOCIAL WORK WITH ADULTS: UPDATE ON THE THREE CONVERSATIONS MODEL

1. The Adult Care and Wellbeing Overview and Scrutiny Panel is to be updated on progress with the introduction of the Three Conversations approach to social care.
2. Senior Officers responsible for the Council's Adult Social Care have been invited to attend.

Background

3. In April 2017 the Council began to roll out a new model of social work, called the Three Conversations Model.
4. The Panel was previously briefed about this new model at its meeting on 27 September 2017, during which they also met with Locality Managers and received initial feedback from Healthwatch Worcestershire and Speakeasy N.O.W.
5. Details of the Panel's earlier consideration of the new model on 27 September 2017 can be accessed on the Council's website [here](#).

Three Conversation Model

6. The Panel will be aware from its previous overview of the Three Conversations Model, that essentially, it involves:

Conversation 1: Listen and connect – Listen hard. Understand what really matters. Connect to resources and supports that help someone get on with their chosen life, independently.

Conversation 2: Work intensively with people in crisis – What needs to change urgently to help someone regain control of their life? Put these into an emergency plan and, with colleagues, stick like glue to help make the most important things happen.

Conversation 3: Build a good life – For some people, support in building a good life would be required. What resources, connections and support would enable the person to live that chosen life? How did these need to be organised?

7. During the earlier discussion, the Panel heard about the basis of the Three Conversations model, and also heard examples of case studies from some of Worcestershire's Locality Managers.
8. Following a restructuring of thirteen Locality Social Work Teams on the 11 September 2018, the six new Area Social Work teams are now operational and using

the 3 Conversation approach and strength-based documentation. This is also used in the CHC team, Hospitals teams, Sensory Impairment, Positive Living Options team and Young Adults team. All of these teams have completed their initial innovation period and are largely using the model as their 'business as normal' (see attached presentation at appendix 1). The attached presentation includes evidence of positive staff feedback following a survey conducted in December 2018.

9. After the extension of the model to the Area teams, the Learning Disabilities team expressed their interest in adopting the 3 conversation approach and went live with the north and south community LD teams operating as innovation sites in early December. This required a fresh process mapping exercise as the workflow in LD is significantly different to that in the Area teams, particularly around the initial allocation of work and the approval and authorisation of packages of care. A proposed model was developed which aimed to streamline workflow and provide greater autonomy within the service while retaining the necessary spending controls. We are currently working towards this.

10. The project is currently entering a new phase which will focus on embedding this approach and enhancing the options available to social work staff, such as a new way to engage with Assistive Technology and rethinking the Council's reablement offer to further promote independence in the community. This stage will also explore further options for gaining feedback on the experiences of the adults and families we work with, to inform future development of our services.

Scrutiny to date

11. From scrutiny so far, the Panel has found the new approach refreshing, exciting and sensible, but members were also keen to receive further updates on the new way of working.

12. The background papers of this report also include a recent report from Healthwatch Worcestershire on a range of user/carer experiences embracing both the 'old' and 'new' style of social work services.

Purpose of the Meeting

13. The Panel has the opportunity to discuss progress with implementation of the Three Conversation model of social care and initial outcomes and feedback.

14. In doing so, the Panel may look to consider:

- Experiences to date with the new approach
- What have been the main obstacles to overcome?
- Initial feedback and outcomes – other stakeholders, service users and carers
- Monitoring

Supporting Information

Appendix 1 – Presentation

Contact Points

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:

- Healthwatch Worcestershire Report 'People's Experiences of Adult Social Work Services' July 2018 – available on the Healthwatch Worcestershire website [here](#)
- Agenda and minutes of the Adult Care and Wellbeing Overview and Scrutiny panel on 27 September 2017 – available on the website [here](#)