

RAISING EXPECTATIONS



Quality Assurance Framework

APRIL 2023

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Introduction

Quality Assurance is the responsibility of everyone working in social care. It should support us to become accountable in different ways for the decisions we make. At the heart of all those decisions should be the best outcome for the individual based on our public duty and to a reasonable distribution of finite resources. This Quality Assurance Framework (QAF) is linked to Bradford Adult Social Care's practice framework:

Quality assurance done well enables us to link our values and ethos to positive outcomes achieved for the people we support. It can identify interventions and strategies that have worked well and allow us to learn from them; it can also help us to recognise where things don't work as well support. It can identify interventions and strategies that have worked well and allow us to learn from them; it can also help us to recognise where things don't work as well and to identify what we could do differently in future. This QAF will give us a mechanism through which to share learning and good practice across the Health and Wellbeing Directorate. We have branded the quality assurance and associated improvement work for adult social work in Bradford



Raising Expectations.

Think Local Act Personal (TLAP) identified a way of thinking about quality in care and support that places the person using services at the centre:

'Quality in this context is about assuring effective service delivery, a positive care experience, and standards and processes that keep people safe while recognising choice and control. Achieving and improving quality means making sure that these components are all being addressed and encouraging continuous improvement. It includes taking steps to restore good standards where things go wrong, and highlights:

- *the individual experience of people receiving care and support and how far it meets their aspirations*
- *services that keep people safe (without taking away personal control)*
- *processes that ensure services are effective – this includes achieving personalised outcomes and value for money.'*

(Driving up Quality in Adult Social Care, March 2013)

This Quality Assurance Framework for adult social work practice in Bradford aims to provide a range of mechanisms to help set direction, support delivery, manage risk, monitor and review practice and outcomes for adults and carers with care and support needs and ensure our stated priorities are being met. It will also ensure that the voice of the person using services is heard and is at the heart of everything that we do.

Professional Standards for Social Work

In developing a framework for the quality of adult social work in Bradford and District, we must recognise that social workers also have a number of external standards to work to. As a global profession, the International Federation of Social Workers (IFSW) provide the following definition of social work:

“*Social work is a practice-based profession and an academic discipline that promotes social change and development, social cohesion, and the empowerment and liberation of people. Principles of social justice, human rights, collective responsibility and respect for diversities are central to social work. Underpinned by theories of social work, social sciences, humanities and indigenous knowledges, social work engages people and structures to address life challenges and enhance wellbeing. The above definition may be amplified at national and/or regional levels.*”

In 2012 the IFSW published a statement on core purposes of the profession and global standards for education and training of social workers - <https://www.ifsw.org/global-standards/> [CR1]

In 2018 the IFSW published the global social work statement on ethical principles which underpin the profession - <https://www.ifsw.org/global-social-work-statement-of-ethical-principles/>

The British Association of Social Workers adopted the IFSW Code of Ethics for social workers practicing in the UK, updating this in 2021 to reflect the experiences of the Covid-19 pandemic - <https://www.basw.co.uk/about-basw/code-ethics>

BASW also hold the Professional Capabilities Statements, which covers nine levels from Point of Entry to the Profession through to Strategic Social Worker roles - <https://www.basw.co.uk/social-work-training/professional-capabilities-framework-pcf>

Adult social workers employed by Bradford Council are required to maintain their professional registration with Social Work England who publish the Professional Standards for Social Workers in England - <https://www.socialworkengland.org.uk/standards/professional-standards/>

Purpose

Quality assurance has for many years been driven by performance data, but this is only an element of information that is available to indicate quality of service provision. Statistics should be triangulated with other qualitative evidence to provide a picture of practice and its impact on individuals and communities. Feedback from practitioners and people with experience of care and support are vital to our understanding of what the statistics might indicate. An essential element of any quality assurance framework is to promote critical thinking and professional curiosity. Only by debating the meaning of statistics and using quantitative and qualitative evidence from a variety of sources will we learn what is important about the information gathered; this will ultimately lead to service and practice improvements that are the essential purpose of quality assurance activities.

The overall aim of this framework is to:

- Ensure practice is of a high quality, is effective, accountable and evidence based
- Measure the impact of what we do on the individual, families and communities
- Drive a programme of continuous improvement by
 - engaging with and listening to staff and partners
 - ensure the learning from quality assurance activity contributes to service improvement
- Meet national and local performance requirements

Place the person we support at the centre of all that we do

Key Principles

The following key principles are essential to all quality assurance measures across adult social work practice in Bradford.

Culture

Develop a positive and open culture for social work practice which recognises the importance of honesty and integrity within ethical practice, encourages learning in order to improve the experience for the person and sharing of stories where things have gone well to create a learning organisation.

Commitment

Ensure quality assurance activities are an accepted and important part of day to day business and are given due prominence at all levels of the organisation with a commitment to regular activity to maintain momentum.

Clarity

Ensure everyone understands their role and responsibilities in relation to quality assurance throughout the directorate and within our partnership arrangements.

Consistent

Ensure that the quality assurance activity follows an annual programme with a schedule of activities that provides information to support the Council and Service priorities and local and national performance requirements. Ensuring that the framework supports and works with other frameworks including workforce development and Making Safeguarding Personal in Bradford.

Continuous

Ensure systems are in place to share learning from quality assurance activity across Bradford's adult social work service, continually improving the practice of individuals, teams and the directorate as a whole. Actively identifying areas for development, putting actions in place to make improvements which are then reviewed and evaluated.

Co-production

Ensure we work together with the people our social work practice is in service to; a clear, defined way that is consistent and supports the development and improvement of adult social work practice across Bradford and District, based on the feedback we gather from our quality assurance activity. Actively listening and engaging with people whose lives social workers become involved with, to help shape strategic decision making and service design.

Our Quality Assurance Process

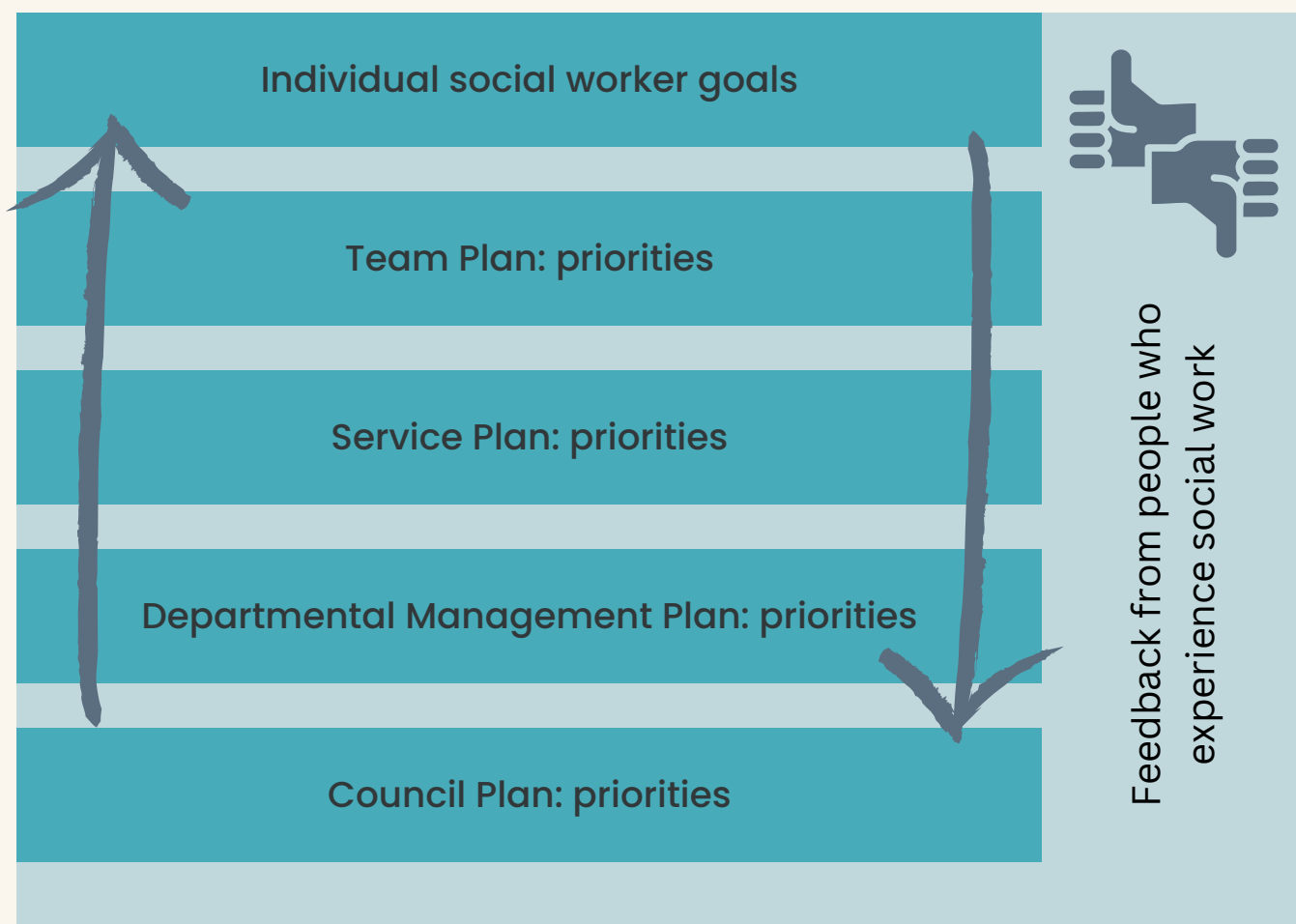
Quality Assurance of adult social work practice is a constant feedback loop that begins with the experience of the person who experiences social work interventions as the driver to improve practice and service provision. Their experience defines what good social work looks like and enables the setting of standards and new priorities for adult social work practice across service areas. Once priorities are agreed at service level, the directorate wide process of quality assurance can begin to identify activities that measure the right things. Analysis and interpretation of quality assurance activities requires a dialogue with all stakeholders to be able to understand what the information tells us about quality from the experience of staff, people who experience social work interventions and their carers. This dialogue leads to further identification of new service and directorate priorities.



Our Quality Assurance Process

Team and Service Plan Priority Setting

Individual social workers' expectations for standards of practice are set through the annual performance review conversation and ongoing supervision; each social worker's annual goals, reviewed through supervision, should link to a Team Plan. The Team Plan should have priorities in it linked to service plans which describe the overarching priorities for the service as a whole. The service plans should link to the Departmental Management Team plan priorities which reflect the Council's priorities based on financial, economic and political agendas and aspirations for the District and national requirements identified through performance measures including the Adult Social Care Outcomes Framework. How standards are measured will as a consequence vary and may be qualitative or quantitative data which will enables us to measure against set criteria and learn about the impact of services and teams.



Our Quality Assurance Process

Practice Audit and Observation Activity Schedule

The quality assurance framework will operate through a planned programme of practice audits and other quality assurance activities; this will identify specific roles and responsibilities at all levels of the directorate, the purpose of each activity and which standards are being measured.

The golden thread for all quality assurance activity will be to what extent the person who experiences adult social work interventions' rights are upheld and the extent to which their wishes, feelings and beliefs drive the intervention.

Analyse and Interpret findings from audits and observations

It is important that all quality assurance audit and observation activity is analysed and interpreted in order to inform the impact of our practice and to enable an exchange of information and ideas between people who experience social work interventions, their carers, social work practitioners and their managers about how to improve social work practice. It is hoped that the benefits of this planned approach will also include a safer and more effective work environment for staff and help identify trends in performance, future demand, legal compliance and help the department plan for future priorities.

Share and secure feedback from social work and co-production forums

The quality assurance framework is designed to promote a more consistent feedback loop with people who experience social work interventions and their carers, as well as staff; it will allow for a more systematic approach to working in partnership and promote a more pro-active means of developing co-production in the development of services. By publishing the outcomes from the quality assurance process there will be a means by which we can review our standards and adjust priorities according to an evidence base. Incorporating this step into the framework is the most crucial aspect that will allow us to demonstrate a commitment to the principles described earlier.

Our Quality Assurance Process



Review and Improve via Directorate and Service Management Teams

The data collected will provide evidence by which we can review and improve our performance, identify areas of good practice as well as areas for improvement, which in turn will support identification of new priorities. It will also tell us more about the experience of individuals in receipt of adult social care and our commitment towards continuous improvement with the aim of promoting wellbeing and independence.

Our Quality Assurance Process

Quality Assurance Activities

The framework builds on a wide range of Quality Assurance activities scheduled throughout a continuous programme (see Appendix 1) that are used to inform service development and improvement. These include:

1. Performance Management

Monitoring performance through dashboard on SharePoint which shows demands on teams and services, productivity and outcomes for people who experience social work support. This information will be shared through regular input into management and team meetings.

2. HR and Staffing processes

Reports to senior managers on recruitment and retention of staff, equality indicators, sickness absence, Disclosure and Barring Service (DBS), capability and disciplinary procedures.

3. Complaints, compliments and customer feedback

We capture feedback from people who experience social work in a number of ways:

BASC and the corporate complaints unit produce a quarterly report and action plan based on informal and formal complaints information and from any appeals against decisions that are made throughout the year. Learning from this report is shared with teams and service areas.

We are improving how we develop our understanding of the experience of people we are working with in adult social care and how we impact their lives. We have started a pilot in the learning disability service and will soon roll out in Occupational Therapy and Safeguarding a method which allows people we work with to opt in; people are then sent a text message inviting them to complete an online survey.

New ways of capturing structured feedback will be piloted and evaluated; informal and ad hoc feedback will be captured through a variety of mechanisms, including supervision, observation of practice and learning forums. Where appropriate listening events and surveys around specific areas of practice will be carried out based on identified service priorities

Our Quality Assurance Process

4. Supervision and Annual Performance Review

Regular reflective supervision is agreed between all social workers and their line managers; an Annual Performance Review Processes is in place to ensure the quality of supervision and to monitor the frequency of professional social work supervision. A range of models for reflection in supervision and different opportunities for peer support are available and encouraged. The importance of high quality reflective supervision is addressed across the service to ensure consistency and continued professional development at all levels of Social Work. An annual report on performance management and the annual review and setting of goals, including equality goals, linked to service and team plans with clear targets for individual social worker and social work managers is available on Evolve. Supervision and annual performance reviews link in with themes and individual learning from self-assessment and management audits to ensure strengths are highlighted and development needs are addressed. Good practice is shared across teams and services.

5. Continuous Professional Development

Career pathway in place through the Bradford Social Work Teaching Partnership to ensure social workers are supported in their continuing professional development. To be reviewed bi-annually and amended according to business requirements as the Teaching Partnership matures and evolves. Where social workers are progressing through professional levels as part of their development the evidence based for this should be included as part of the quality assurance cycle. Outcomes of self-assessment audits and supervision discussions will be mapped to the CPD offer in order to inform a forward plan of commissioned training and support programmes for social work staff based on identified areas for development.

6. Observation of practice

All social workers to be observed in practice at least once a year and more during probationary year, ASYE or whilst on accredited qualifying or post qualifying programmes.

7. Case file audit programme

Case closure file audits undertaken by the individual worker, then reviewed by the Team Manager, with feedback to be built into supervision. Final stage consistency and standards audits to be undertaken by Service Managers. Evaluation of the service received should be sought from the person being supported. Results of these audits will be analysed thematically and fed back to teams and at service level on a quarterly basis to inform CPD and improvement planning.

Our Quality Assurance Process

8. Learning Forums and Learning Reviews

Practice improvement and development through engagement with social workers to have a deeper understanding of their experience as practitioners. This may include workshops to support rights based social work, community led and strengths based approaches.

Investment in professional practice leadership roles across key areas of practice including safeguarding adults, mental capacity and continuing health care to support and sustain a learning culture and to disseminate good practice and learning reviews of adverse incidents.

Existing peer forum arrangements could be used as a self-assessment tool to allow social workers to discuss cases and practice in a safe and confidential environment.

9. Making Safeguarding Personal in Bradford and District

Learning from Safeguarding Adult Reviews nationally, regionally and locally to inform practice and learning and development activity.

10. Regional Networks

Incorporate learning from regional networks in particular the Mental Capacity, Safeguarding, AMHP and PSW regional networks.



Bradford Quality Assurance Framework 2023

Role	Quality Assurance Task	Method	Frequency	Purpose
Social Worker	Adhere to Social Work England professional standards for regulation	CPD portfolio and reflective journals	Annual through the annual performance review and in keeping with SWE re-registration cycles	To maintain professional registration requirements
	Commit to rights based, ethical social work practice through reflection on decision making	Supervision	Monthly Supervision, more if on an approved programme e.g. ASYE, BIA/AMCP, AMHP or Practice Educator Training	Take responsibility for own practice and impact on people who experience social work interventions
	Utilise feedback from individuals in receipt of a service	Throughout involvement, feedback is to be sought from people who the social worker is supporting on how well their involvement is meeting expectations	At the point of closure of case, social workers should complete the case closure audit tool to check how well they secured feedback from the person	Take responsibility for own practice and impact on people who experience social work interventions
	Complete case file audits and reflect on own practice	Self-assessment of work on a particular case based on BASC practice framework	At least once every three months	To identify strengths and areas for development in own work and in supporting systems; to ensure that the impact of practice on people who experience social work is at the heart of everything we do

Bradford Quality Assurance Framework 2023

Role	Quality Assurance Task	Method	Frequency	Purpose
Advanced Social Work Practitioner	Adhere to Social Work England professional standards for regulation	CPD portfolio and reflective journals	Annual through the annual performance review and in keeping with SWE re-registration cycles	To maintain professional registration requirements
	Observation of social worker's individual practice	Completed feedback to the individual social worker. Thematic issues shared through peer forums.	Schedule of observations of practice for social workers across all teams.	To gather assurance about consistency of standards of practice across the service.
	Case file audits following case closure audits being undertaken by social workers	Schedule of case file audits and the case file audit tool for feedback to individual social workers	In keeping with the schedule of case file audits agreed with the Team and Service Manager	Gather assurance of quality, and consistency of practice standards
	Utilise feedback from individuals in receipt of a service	Throughout involvement, feedback is to be sought from people who social workers are supporting on how well their involvement is meeting expectations	When undertaking case file audits, specifically check who feedback from the person is secured and identify themes and trends for future service learning	Take responsibility for own practice and impact on people who experience social work interventions

Bradford Quality Assurance Framework 2023

Role	Quality Assurance Task	Method	Frequency	Purpose
Team Managers	Adhere to Social Work England professional standards for regulation	CPD portfolio and reflective journals	Annual through the annual performance review and in keeping with SWE re-registration cycles	To maintain professional registration requirements
	Observation of social worker's individual practice	Completed feedback to the individual social worker. Thematic issues shared through peer forums.	Schedule of observations of practice for social workers across all teams.	To gather assurance about consistency of standards of practice across the service.
	Case file audits following case closure audits being undertaken by social workers	Schedule of case file audits and the case file audit tool for feedback to individual social workers	In keeping with the schedule of case file audits agreed with the Service Manager	Gather assurance of quality, and consistency of practice standards
	Monitor and test performance data	Share point Power BI dashboards	Weekly	To ensure productivity and effectiveness of resource allocation
	Utilise feedback from individuals in receipt of a service	Case file audits, user feedback questionnaires, service user forums, PA and carer networking events	On an ongoing basis	Take responsibility for own practice and impact on people who experience social work interventions; checks the extent to which systematically feedback is secured from the person and identify themes and trends for future service learning

Bradford Quality Assurance Framework 2023

Role	Quality Assurance Task	Method	Frequency	Purpose
Heads of Service / Service Managers	Adhere to Social Work England professional standards for regulation	CPD portfolio and reflective journals	Annual through the annual performance review and in keeping with SWE re-registration cycles	To maintain professional registration requirements
	Observation of social worker's individual practice	Feedback to individual social worker. Thematic issues shared through senior management team review meetings.	Thematic issues integrated into the CPD Plan for the service agreed with the Principal Social Worker and Adult Social Work Workforce Development Managers	To identify thematic issues about consistency of standards of practice across the service.
	Thematic case file audits following case closure audits being undertaken by Team Manager	Schedule of thematic case file audits and the case file audit tool for feedback to Team Managers	In keeping with the schedule of thematic case file audits agreed with the Principal Social Worker	Gather assurance of quality, and consistency of practice standards
	Maintain oversight of performance data relevant to the service as a whole	Share point Power BI dashboard	Weekly real time, monthly review	To ensure productivity and effectiveness of resource allocation
	Utilise feedback from individuals in receipt of a service	Thematic case file audits, user feedback questionnaires, service user forums, PA and carer networking events	When reviewing thematic learning from case file audits, specifically	Take responsibility for own practice and impact on people who experience social work interventions; checks the extent to which systematically feedback is secured from the person and identify themes and trends for future service learning

Bradford Quality Assurance Framework 2023

Role	Quality Assurance Task	Method	Frequency	Purpose
Principal Social Worker	Adhere to Social Work England professional standards for regulation	CPD portfolio and reflective journals	Annual through the annual performance review and in keeping with SWE re-registration cycles	To maintain professional registration requirements
	Oversee Case File audits for compliance with QA schedule	Thematic report on learning from case file audits; link to CPD forward plan	Annual	To assure consistency and standards of professional social work practice across the directorate
	Oversee adult social work with the Bradford Teaching Partnership	Thematic report on progress within the Teaching Partnership in responding to learning need for adult social work in Bradford	Annual	To assure continued relevancy of the Bradford Teaching Partnership offer to adult social work
	Oversee implementation of the adult social work CPD Programme	Schedule of CPD for adult social work in Bradford linked to learning from audits	Reviewed Quarterly	To assure the continued relevancy of the adult social work CPD offer
	Act as the voice of adult social work within the Bradford Safeguarding Adults Board	Liberty Protection Safeguards Implementation Programme and the Safeguarding Adults annual report	Annual	To ensure adult social work informs the development of partnership board priorities
	Annual Health Check	Annual report for SfC	Annual	National report which informs the Chief Social Worker for Adults annual review of consistency and standards of practice across adult social work

APPENDIX 1

BASC QUALITY ASSURANCE SCHEDULE

BASC Quality Assurance Schedule

Daily / Weekly	Monthly	Quarterly	Annually	Ad hoc: continuous	Ad hoc: as and when
Peer forum activities	Supervision	Social workers: one case file audit at least every 3 months	Practice observations	Informal feedback (concerns and compliments) received and recorded	Customer insight work on specific priorities
Mentoring	SWE CPD / reflective practice	Case file audit reporting: data, themes and analysis	Annual performance review and setting of CPD goals through Evolve	Access to CPD offer	Work with ULOs to set priorities
	Team managers: at least one case file audit per month	Complaints and compliments quarterly reporting: data, themes and analysis	Team and service plan priority setting and development	Case closure questionnaires completed on SystmOne	
	Service managers: at least one case file audit per month	Directorate wide briefings	PSW newsletter: analysis of BASC priorities and programmes of work	Learning from regional and national network	
	Raising Expectations workstream meetings: analysis of work undertaken and setting of priorities	You said we did: response to customer insight work	Staff roadshows	Support in progression through professional levels	
	Compendium of articles, case law and relevant information circulated	Council wide briefings			
		Reporting on HR and staffing metrics to management and team meetings			

APPENDIX 2

BASC QUALITY ASSURANCE TOOLS



Case Study Template

What was the issue?

Include as much detail as possible about what work was done and why. What was the outcome you were working towards?

What was the approach taken?

How did you involve the person, their family and carers in decisions taken? What agencies were involved? What informed your decision making?

What was the outcome?

What difference did our intervention make? The So What Question! If the desired outcome wasn't achieved, why was this and how can we use this to learn for the future? How do we know what we did made a difference? Use the voice of the individual and their family / carers in this section too.

Social Worker Self-Assessment – Guidance

A self-assessment audit should be carried out by social workers for all case closures and for any cases which have been identified through case discussion with managers. Each social worker should carry out at least one audit every 3 months.

Sharepoint: To complete an audit, please follow this link to the Sharepoint site: <https://bradfordgovuk.sharepoint.com/sites/OT-AdultSocCareQAF/Lists/Social%20Worker%20SelfAssessment/AllItems.aspx>

(You will need to have set up multi-factor authentication to access this site).

From the side menu select *Social Worker Self-Assessment*; then click **+New** to add a new audit. Use the NHS number to find and select the correct case.

In order to add comments use the edit button. Once the audit is complete click **Save**. The audit will not save until all sections have been completed; you will not be able to edit the form afterwards so please check all your comments before finalising and saving the audit.

Audit tool:

This questionnaire should be carried out for case closures and other pieces of work as agreed with your team manager; a minimum of one audit every 3 months is expected. For part-time staff this can be adjusted in agreement with your team manager.

In order to maintain confidentiality, please use the first initial **only** to refer to the person whose case is being audited.

Each section should contain enough detail to evidence your score. Write as if the person reading it knows nothing about the case. This may mean writing more detail at the start of the process of self-assessment audits; further on in the process you will hopefully find it becomes easier to pull out evidence in a more succinct way.

1. To what extent did you demonstrate a strengths based approach in your work with this person?

1 2 3 4

(Score criteria: 1 = unsatisfactory; 2 = Some demonstration; 3 = Good; 4 = outstanding)

Evidence / Comments:

Please demonstrate your answer by including evidence detailing specific agreed outcomes, how you drew on the strengths of the individual, describe strategies around self-help, help to help yourself or any longer term outcomes.

Things to think about: To what extent do the outcomes recorded match the person's wishes? Is there a pen picture / life story and a clear sense of what matters to the person? Is person-centred work evidenced? Is this clearly documented in progress notes, peer reviews, supervisions etc.

2. To what extent did you uphold this person's rights through your work?

1 2 3 4

(Score criteria: 1 = unsatisfactory; 2 = Some demonstration; 3 = Good; 4 = outstanding)

Evidence / Comments:

Please describe where and how you managed this? For example, was there any conflict in the case including a difference of opinion between the person and yourself or other professionals or family/carers?

Things to think about: Are Human Rights at the centre of any support being provided (Article 5 and 8 in particular)? Is the voice of the person clear within the records? What evidence is there of control by the individual over day-to-day life (including over care and support provided and the way it is provided)? Has a whole family approach been used? Is there evidence of capacity being considered? Is this clearly documented in progress notes, peer reviews, supervisions etc.

3. To what extent did you explore community assets/universal services as part of your work with the person?

1 2 3 4

(Score criteria: 1 = unsatisfactory; 2 = Some demonstration; 3 = Good; 4 = outstanding)

Evidence / Comments:

Please provide brief details of this. For example, how did you manage to help make community links/employment links/meaningful occupation which were not provided by commissioned services? What support networks are available?

Things to think about: Has formal and informal support been captured? Is there evidence that community assets have been explored, such as Early Help and Intervention, Community Led Support, Home First etc, peer review discussion. Are discussions around support options clearly recorded? Is this clearly documented in progress notes, peer reviews, supervisions etc.

4. To what extent were you able to take a Positive Risk approach in your work with this person?

1 2 3 4 or Not Applicable

(Score criteria: 1 = unsatisfactory; 2 = Some demonstration; 3 = Good; 4 = outstanding)

Evidence / Comments:

If applicable, please briefly describe what the risks were and what approach you took to enable risk or minimise harm?

Things to think about: Has maximising the individual's independence been a clear focus in approach? Is there evidence of informed decision making within risk enablement – Positive risk assessments completed where necessary? Consider Mental Capacity Act, Making Safeguarding Personal and right to make unwise decision. Has there been consideration on how risk may be reduced.

5. To what extent did you use legislation and/or policy guidance to help you with your work?

1 2 3 4

(Score criteria: 1 = unsatisfactory; 2 = Some demonstration; 3 = Good; 4 = outstanding)

Evidence / Comments:

Please describe what legislation or Local Authority guidance was relevant to the case and how you used this to enable the person to achieve outcomes

Things to think about: Evidence that legislation and guidance such as Care Act assessment, Human Rights Act, Mental Capacity Act, Equalities Act, Every Pound Counts, best interest decisions, support planning, Making Safeguarding Personal and SEND has been used to inform practice

6. Reflecting on your work with the individual what went well and what learning opportunities are there?

Things to think about: Based on this audit and your reflections around your work with the individual. Detail any real successes\impact\partnership working with this case.

What worked well? Also what was more challenging and why?

Were there any gaps in knowledge or difficulty and\or any area where you have reflected or through Peer Review you could do something differently in the future?

7a. Following this audit do you feel that there further learning and development needs

Yes/No

7b, if yes to above please describe what would support you and enable you to improve your practice

Things to think about: Think about shadowing, available resources, training opportunities, study time, supervisions, peer support etc

Team Manager Self-Assessment – Guidance

A self-assessment audit should be carried out by social workers for all case closures and for any cases which have been identified through case discussion with managers. Each social worker should carry out at least one audit every 3 months.

Sharepoint: To complete an audit, please follow this link to the Sharepoint site:

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In order to add comments use the edit button. Once the audit is complete click *Save*. The audit will not save until all sections have been completed; you will not be able to edit the form afterwards so please check all your comments before finalising and saving the audit.

Audit tool:

This questionnaire should be carried out for case closures and other pieces of work as agreed with your team manager; a minimum of one audit every 3 months is expected. For part-time staff this can be adjusted in agreement with your team manager.

In order to maintain confidentiality, please use the first initial **only** to refer to the person whose case is being audited.

Each section should contain enough detail to evidence your score. Write as if the person reading it knows nothing about the case. This may mean writing more detail at the start of the process of self-assessment audits; further on in the process you will hopefully find it becomes easier to pull out evidence in a more succinct way.

1. To what extent is there evidence of a strengths based approach?

1 2 3 4

(Score criteria: 1 = unsatisfactory; 2 = Some demonstration; 3 = Good; 4 = outstanding)

Evidence / Comments:

Things to think about: Manager progress notes, supervisions, appraisals, reflective conversations and other informal discussions, is the voice of the person clearly heard and evidenced. Informal conversation can make up part of the evidence, but must not be solely relied upon.

2. To what extent is there evidence of the person's rights being upheld?

1 2 3 4

(Score criteria: 1 = unsatisfactory; 2 = Some demonstration; 3 = Good; 4 = outstanding)

Evidence / Comments:

Things to think about: manager progress notes, supervisions, appraisals, reflective conversations and other informal discussions, have the rights of the person been promoted and upheld. Informal conversation can make up part of the evidence, but must not be solely relied upon.

3. To what extent is there evidence of community assets/universal services being explored to meet the person's needs?

1 2 3 4

(Score criteria: 1 = unsatisfactory; 2 = Some demonstration; 3 = Good; 4 = outstanding)

Evidence / Comments:

Things to think about: Manager progress notes, supervisions, appraisals, reflective conversations and other informal discussions, have community assets/universal services been explored and evidenced. Informal conversation can make up part of the evidence, but must not be solely relied upon.

4. To what extent is there evidence that a Positive Risk approach has been taken.

1 2 3 4 or Not Applicable

(Score criteria: 1 = unsatisfactory; 2 = Some demonstration; 3 = Good; 4 = outstanding)

Evidence / Comments:

Things to think about: Manager progress notes, supervisions, appraisals, reflective conversations and other informal discussions, has a positive risk approach been taken and evidenced. Informal conversation can make up part of the evidence, but must not be solely relied upon.

5. To what extent is there evidence that legislation and policy guidance has been used to inform practice.

1 2 3 4

(Score criteria: 1 = unsatisfactory; 2 = Some demonstration; 3 = Good; 4 = outstanding)

Evidence / Comments:

Things to think about: Manager progress notes, supervisions, appraisals, reflective conversations and other informal discussions, has legislation and/or policy guidance been used to inform practice. Informal conversation can make up part of the evidence, but must not be solely relied upon.

6. Actions following Audit

Evidence / Comments:

Share across the department good work and practice that has taken place celebrating our successes. Discuss and share learning and practice with relevant colleagues.

Link into appraisals, supervisions and Bradford Behaviours. Think about shadowing, available resources, training opportunities, research in practice, study time, supervisions, peer support and other learning and development opportunities, re-reflection of practice after conversation with manager.

Service Manager Assessment – Guidance

A self-assessment audit should be carried out by social workers for all case closures and for any cases which have been identified through case discussion with managers. Each social worker should carry out at least one audit every 3 months.

SharePoint: To complete an audit, please follow this link to the Sharepoint site:

<https://bradfordgovuk.sharepoint.com/sites/OT-AdultSocCareQAF/Lists/Social%20Worker%20SelfAssessment/AllItems.aspx>

(You will need to have set up multi-factor authentication to access this site).

From the side menu select *Social Worker Self-Assessment*; then click **+New** to add a new audit. Use the NHS number to find and select the correct case.

In order to add comments use the edit button. Once the audit is complete click **Save**. The audit will not save until all sections have been completed; you will not be able to edit the form afterwards so please check all your comments before finalising and saving the audit.

Audit tool:

This questionnaire should be carried out for case closures and other pieces of work as agreed with your team manager; a minimum of one audit every 3 months is expected. For part-time staff this can be adjusted in agreement with your team manager.

In order to maintain confidentiality, please use the first initial **only** to refer to the person whose case is being audited.

Each section should contain enough detail to evidence your score. Write as if the person reading it knows nothing about the case. This may mean writing more detail at the start of the process of self-assessment audits; further on in the process you will hopefully find it becomes easier to pull out evidence in a more succinct way.

1. To what extent is there evidence of a strengths based approach?

1 2 3 4

(Score criteria: 1 = unsatisfactory; 2 = Some demonstration; 3 = Good; 4 = outstanding)

Evidence / Comments:

Things to think about: Manager progress notes, supervisions, appraisals, reflective conversations and other informal discussions, is the voice of the person clearly heard and evidenced. Informal conversation can make up part of the evidence, but must not be solely relied upon.

2. To what extent is there evidence of the person's rights being upheld?

1 2 3 4

(Score criteria: 1 = unsatisfactory; 2 = Some demonstration; 3 = Good; 4 = outstanding)

Evidence / Comments:

Things to think about: manager progress notes, supervisions, appraisals, reflective conversations and other informal discussions, have the rights of the person been promoted and upheld. Informal conversation can make up part of the evidence, but must not be solely relied upon.

3. To what extent is there evidence of community assets/universal services being explored to meet the person's needs?

1 2 3 4

(Score criteria: 1 = unsatisfactory; 2 = Some demonstration; 3 = Good; 4 = outstanding)

Evidence / Comments:

Things to think about: Manager progress notes, supervisions, appraisals, reflective conversations and other informal discussions, have community assets/universal services been explored and evidenced. Informal conversation can make up part of the evidence, but must not be solely relied upon.

4. To what extent Is there evidence that a Positive Risk approach has been taken.

1 2 3 4 or Not Applicable

(Score criteria: 1 = unsatisfactory; 2 = Some demonstration; 3 = Good; 4 = outstanding)

Evidence / Comments:

Things to think about: Manager progress notes, supervisions, appraisals, reflective conversations and other informal discussions, has a positive risk approach been taken and evidenced. Informal conversation can make up part of the evidence, but must not be solely relied upon.

5. To what extent is there evidence that legislation and policy guidance has been used to inform practice.

1 2 3 4

(Score criteria: 1 = unsatisfactory; 2 = Some demonstration; 3 = Good; 4 = outstanding)

Evidence / Comments:

Things to think about: Manager progress notes, supervisions, appraisals, reflective conversations and other informal discussions, has legislation and/or policy guidance been used to inform practice. Informal conversation can make up part of the evidence, but must not be solely relied upon.

6. Actions following Audit

Evidence / Comments:

Share across the department good work and practice that has taken place celebrating our successes. Discuss and share learning and practice with relevant colleagues.

Link into appraisals, supervisions and Bradford Behaviours. Think about shadowing, available resources, training opportunities, research in practice, study time, supervisions, peer support and other learning and development opportunities, re-reflection of practice after conversation with manager.

The CQC consider the 5 key lines of enquiry when inspecting Social Care:

- **Safe:** By safe, we mean people are protected from abuse* and avoidable harm. *Abuse can be physical, sexual, mental or psychological, financial, neglect, institutional or discriminatory abuse.
- **Effective:** By effective, we mean that people's care, treatment and support achieves good outcomes, promotes a good quality of life and is based on the best available evidence.
- **Caring:** By caring, we mean that the service involves and treats people with compassion, kindness, dignity and respect.
- **Responsive:** By responsive, we mean that services meet people's needs.
- **Well Lead:** By well-led, we mean that the leadership, management and governance of the organisation assures the delivery of high-quality and person-centred care, supports learning and innovation, and promotes an open and fair culture.

Each audit question will cover one or more of the above areas and the worker or assessor will need to identify if this has been addressed with the evidence provided/available. All 5 key lines of enquiry should be covered in the completed audit(s). Each of the 5 key lines of enquiry which have been demonstrated should be stated, with evidence outlining how they have been demonstrated. The audit needs to be undertaken on a record that has been closed to the worker within the last 3 months.

1. Unsatisfactory

In order show unsatisfactory the member of staff would not be able to demonstrate at least one of the key lines of enquiry for each question. They may also score unsatisfactory if there is a situation that causes significant risk that would breach one of the other key lines of enquiry.

2. Some demonstration

The practitioner would show some demonstration where there is an improvement required, for example, they may only partially meet one or more of the key lines of enquiry and further training and support would be required.

3. Good

The member of staff that is demonstrating an acceptable level of competency with regards to the key lines of enquiry and they have met competencies for their Social Work England registration (if the self-assessment, manager audit or service manager audit focus' on Social Work practice). The Social Work England statement would not be required for other workers, for example, Community Care Officers. The key lines of enquiry is essential for all.

4. Outstanding

The member of staff is not only demonstrating excellent competency, they also considered alternative/creative ways to meet the service user's outcomes. They meet several of the 5 key lines of enquiry for each question and exemplify Social Work expectations with regards to Social Work England standards. The Social Work England statement would not be required for other workers, for example, Community Care Officers. The key lines of enquiry is essential for all.

For more detail please follow the link(s) below depending on your role:

https://www.cqc.org.uk/sites/default/files/20171020_adult_social_care_kloes_prompts_and_characteristics_final.pdf

<https://www.basw.co.uk/professional-development/professional-capabilities-framework-pcf/the-pcf>

<https://www.socialworkengland.org.uk/>



RISK ENABLING



VALUES BASED



STRENGTHS BASED



LEGAL LITERACY



RIGHTS BASED

