

Showcase Webinar series 2023

Number five

Webinar: Making it Real. The human approach in Doncaster
Tuesday 21 March 2023



social care
institute for excellence



City of
Doncaster
Council

Social care showcase webinars

SCIE is pleased to be offering a series of webinars on behalf of the Department of Health and Social Care in 2023. We are showcasing local authorities who are taking great strides towards readiness for the charging reforms and social care reform.

➤ **Showcase webinars**





Introduction

Ellie Haworth

Social Care Institute for Excellence



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Making it Real:

the human approach in Doncaster



Glyn Butcher,
Director, People
Focused Group (PFG)



Carolyn Nice,
Assistant Director,
Adult Social Care



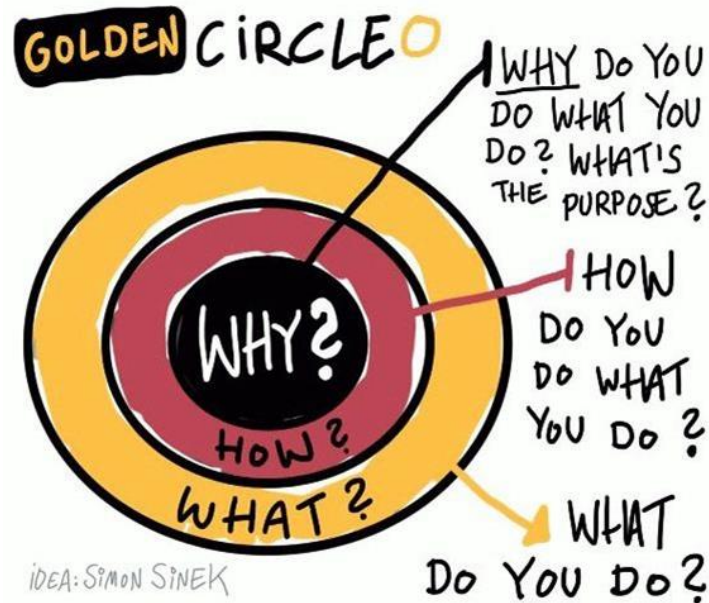
Bryony Shannon,
Strategic Lead for
Practice Development

What we'll cover

- Introduction – Carolyn
- Developing a new approach to practice – Bryony
- The value of lived experience – Glyn
- Questions – all

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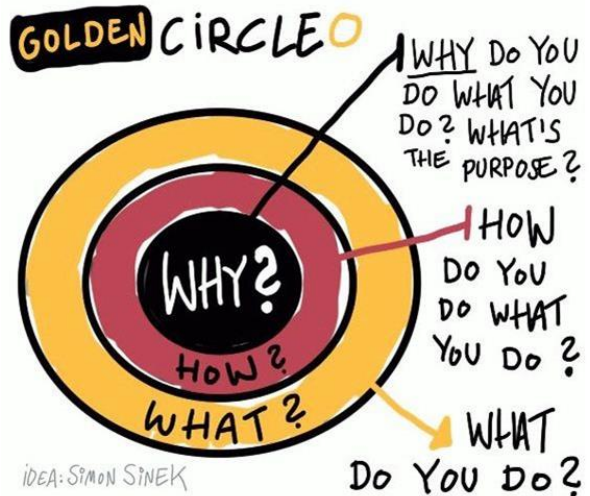
Developing a new approach to practice



“To create change we need a guiding vision, and the vision we must aim for is good lives well lived. This bold vision – which creates a sense of purpose, sparks our energy and sets a shared direction of travel – returns us to the original intentions of the welfare state and reinvents them for our time”.

Hilary Cottam, Radical help

Developing a new approach to practice

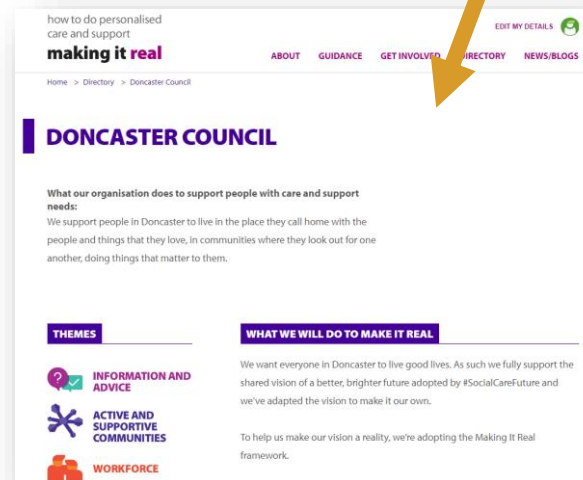
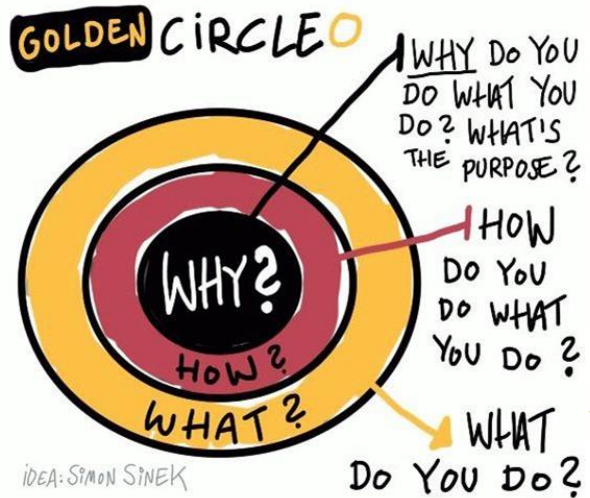


We all want to live in the place we call home with the people and things that we love, in communities where we look out for one another, doing things that matter to us.

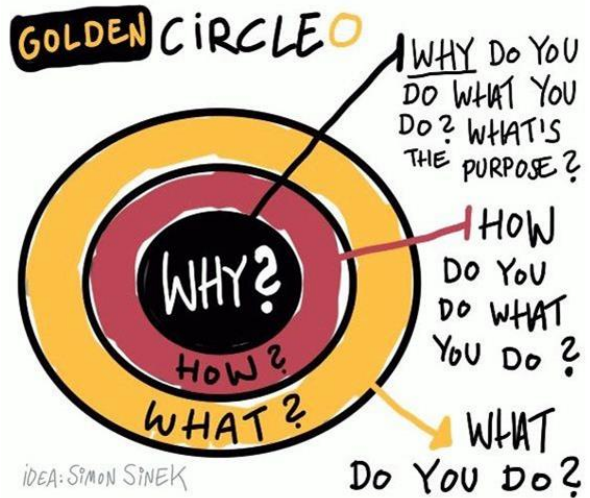
That's the social care future we seek. #socialcarefuture

We want every person in Doncaster to live in the place they call home with the people and things that they love, in communities where they look out for one another, doing things that matter to them.

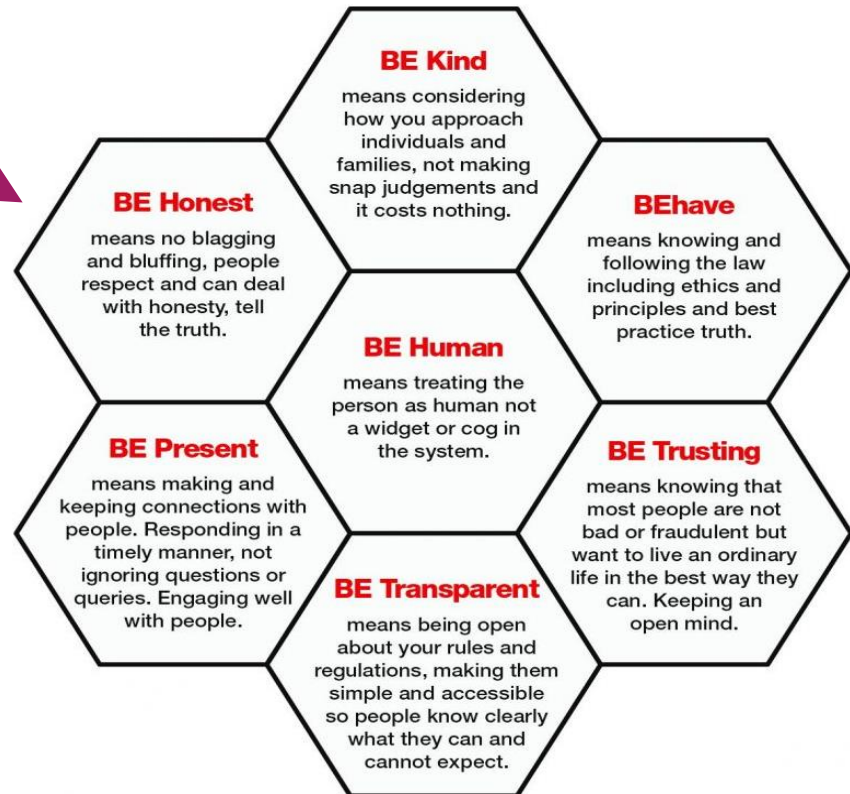
Developing a new approach to practice



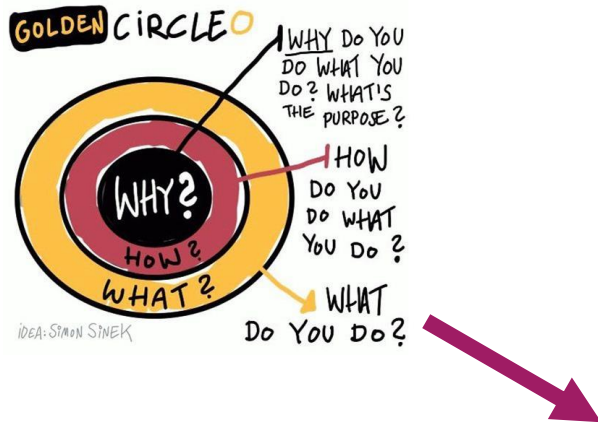
Developing a new approach to practice



The 7 Principles of Be Human



Developing a new approach to practice



HOPE

We focus on possibilities, dreams and aspirations. We don't limit people's choices

CONNECTION

We explore ways to involve people in their communities. We make and maintain meaningful connections.

RELATIONSHIPS

We support people to keep existing relationships and make sure they have opportunities to build new ones.

INCLUSION

We don't judge people or make assumptions. We involve people as equal partners in conversations and decisions about them, their families and their communities.

FLEXIBILITY

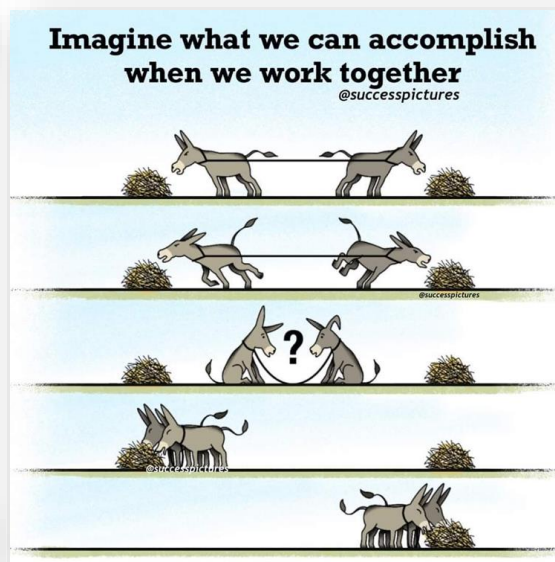
We are willing and able to adapt. Our approach is responsive and proportionate.

RIGHTS

We make sure people know their rights. We promote autonomy, choice and self-determination.

WHY?	We want every person in Doncaster to live in the place they call home with the people and things that they love, in communities where they look out for one another, doing things that matter to them.					
WHO?	Everybody		People with urgent needs for support		People with longer-term needs for support	
	We listen to people to understand what matters to them. We make connections and build relationships to improve people's wellbeing and independence.		We don't make long term plans in a crisis. We work with people until we're sure there is no immediate risk to their safety, health or wellbeing, and they have regained stability and control in their life.		If people need longer-term care and support, we work with them to understand what a good life looks like for them. We make sure they have resources and support to live the life they choose and do the things that matter to them as independently as possible.	
HOW?	Hope	Connection	Relationships	Inclusion	Flexibility	Rights
	We focus on possibilities, dreams and aspirations. We don't limit people's choices.	We explore ways to involve people in their communities. We make and maintain meaningful connections.	We support people to keep existing relationships and make sure they have opportunities to build new ones.	We don't judge people or make assumptions. We involve people as equal partners in conversations and decisions about them, their families and their communities.	We are willing and able to adapt. Our approach is responsive and proportionate.	We make sure people know their rights. We promote autonomy, choice and self-determination.
	We're kind	We behave	We're trusting	We're transparent	We're present	We're honest
	We respect and understand people as individuals. We don't make snap judgements.	We know and follow the law, ethics and best practice. We are always open to improvement.	We know people tend to be honest and know what's right for them. We listen and we keep an open mind.	We're open about our rules, making them clear so people know what they can and cannot expect.	We connect and engage well with people. We respond in a timely manner.	We are honest about what we are going to do. When we say we are going to do something, we do it.
	We know the language we use matters. We use plain, respectful and kind language.					
WHAT?	Wellbeing and independence	Information and advice	Active and supportive communities	Flexible and integrated care and support	When things need to change	Workforce
	Living the life I want, keeping safe and well	Having the information I need, when I need it	Keeping family, friends and connections	My support, my own way	Staying in control	The people who support me
SO?	Better experiences and better lives for Doncaster people		Improved morale and satisfaction for Doncaster's workforce		More sustainable use of resources	

Making it real... together



The value of lived experience





Next webinar: Supporting best integrated care for all. Releasing the power of people
Social care showcase webinar number five.
With the University of Suffolk and Healthwatch Suffolk.

Monday 27 March 2023. 11am – 12.30pm

Register for the webinar:

<https://www.scie.org.uk/transforming-care/webinars>



Thank you

If you or your colleagues haven't done so already, why not register for SCIE's occasional newsletter, SCIELine

<https://www.scie.org.uk/myscie/register>



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