



Adding value, improving care

About SCIE

The Social Care Institute for Excellence (SCIE) supports the transformation of social care by identifying and transferring knowledge about good practice. We provide practical guides, learning materials and information based on sound knowledge about what works in planning and delivering social care. We also ensure that the experiences and expertise of people who use services, their carers and workers are reflected in all aspects of our work.

Established by the Government in 2001, we are an independent charity working across the UK. We support care services for adults, families and children and we work collaboratively with partners at national, regional and local levels.



Ninety three per cent of SCIE users surveyed said SCIE's resources have increased their knowledge and understanding and 71 per cent say they have helped them communicate best practice.

Introduction

Social care, like all public services, is facing the most dramatic changes in decades. Rising needs, increasing expectations, limited resources and policy changes mean that we must find new solutions to new challenges.

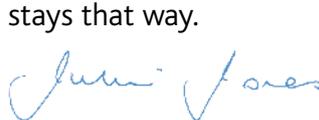
Commissioners, providers, policymakers and people who use care services need to understand how to invest limited resources. Now, more than ever, it is important to know what works in social care. In the past year, at the Social Care Institute for Excellence (SCIE), we have increased our efforts to help you with the new and difficult challenges you face.

We have introduced innovative ways to share good practice, such as the online Good Practice Framework and Social Care TV – our online service featuring films on the key issues in social care. We have fully reviewed and updated our most popular resource, *Personalisation: a rough guide*, to ensure that you are up to speed with the latest developments in policy and practice. And we are supporting your ability to use technology by awarding Get Connected grants to 663 organisations so far. The capital grants are enabling staff and people who use services to access the internet to learn, communicate and engage.

We continue to work across both adults' and children's services. We have worked closely with the National Institute for Health and Clinical Excellence to develop guidance on the wellbeing of looked-after children. Children's safeguarding remains a priority for us, both through our work

supporting C4EO - the Centre for Excellence and Outcomes in Children's and Young People's Services – and our direct work with local authorities implementing our systems approach to serious case reviews.

As an independent charity, SCIE is here to help you with the challenges you face. And according to our latest customer audit, you value that support. Ninety six per cent say our work is relevant to their job. With your support we will ensure it stays that way.



Julie Jones CBE
Chief Executive



Allan Bowman
Chair



Personalising care

The personalisation of adult social care has progressed rapidly over recent years, with important developments in relation to choice and control (not least through personal budgets), the social care workforce and regulation, commissioning and the role of user-led organisations.



'Your [personalisation rough guide] is the best summary of the process I have seen'

Innovations Manager for Rotherham Council

To reflect these changes, SCIE updated its flagship publication *Personalisation: a rough guide* in April. We have distributed over 45,000 copies of the guide since it was initially published, receiving positive feedback from local authorities and independent providers about how they are using it in training and practice. As the personalisation agenda moved from the 'what' to the 'how', we also added to our series of briefings outlining the implications of personalisation for various groups, including carers, social workers and those working in the NHS. In addition, we have produced a set of personalisation e-learning resources and an online tool for providers to assess their own 'readiness' to implement personalisation.

As a member of the Transforming Adult Social Care (TASC) group, SCIE maintains the Putting People First website, which is an online hub of information, news and events. We are also supporting the delivery of an online forum and care networks.

We have been working with the Department of Health on the Government's future vision for adult social care and will be a signatory to the new sector-led Partnership Agreement from November 2010.

Safeguarding adults

Ensuring that people who use services are supported to lead fulfilling and independent lives means enabling them to take positive risks, whilst remaining safe.

Risk enablement and safeguarding adults is an area of work that SCIE has given particular emphasis to this year, with the publication of our report *Enabling risk, ensuring safety*.

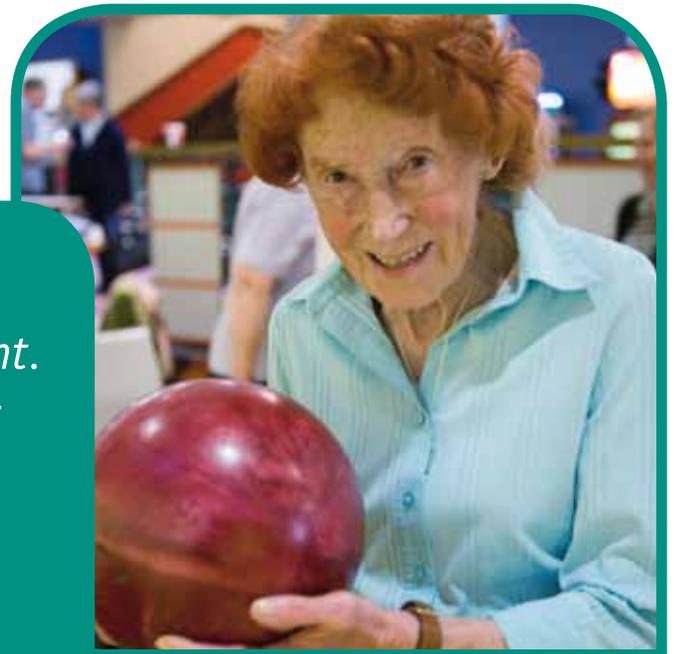
To be effective, safeguarding needs to be a joined-up process, with services working together in the best interests of the individual. In support of a multi-agency approach to safeguarding, SCIE has supported work on a set of *Pan-London policies and procedures for adult safeguarding*. This has been a large-scale project, with input from social care services, the Metropolitan Police and the NHS.

The Mental Capacity Act (MCA) protects those who may lack capacity to make decisions about

their own care and support. SCIE held six regional conferences on putting the MCA into practice, in partnership with the Department of Health and the Office of the Public Guardian. We also provided training to independent mental capacity advocates (IMCAs) on their role in safeguarding adults. This training day was attended by over half of the current IMCA workforce and feedback about the training and SCIE's associated good practice guide has been very positive.

'SCIE training on the role of the IMCA in DOLS cases was excellent. I would strongly recommend this course to all IMCAs'

Simon Smith,
Advocacy Service Manager, Spiral Skills



Respecting older people

With an ageing population and people living longer with more chronic health conditions, care and support for older people is more of a social care (and health) priority than ever before. It is an area where professionals, people with dementia and their carers need practical advice and support.

In 2009, SCIE developed the Dementia Gateway, an online resource, housing a range of information and guidance about dementia, aimed at practitioners, carers and people with dementia themselves. Topics include types of dementia, symptoms, myths and experiences. Many important, but less talked-about aspects of dementia are also covered, such as what dementia isn't, the need for positive communication and how to overcome common difficulties. The Gateway has received an extremely positive response and media coverage via the BBC website and Radio 2's dementia season. Our Open dementia programme e-learning resource also won second prize at the Jorum Learning and Teaching Competition 2010. In related work, we also provided social care knowledge and input to the NICE quality standards on Dementia and Stroke.

Maintaining dignity and promoting self-respect is an essential part of social care. SCIE's *Dignity*



in care guide has been one of our most popular products since its launch in 2006. We updated the guide in 2010 to take into account the latest research and new practice examples. The focus throughout is on what older people and others using services have said themselves about why dignity is important. The design and structure of the online guide was re-developed as part of our digital plan, which aims to produce online, interactive resources, with user-input into their development.

'[the Dementia Gateway] is absolutely brilliant...[SCIE] set that up with quite a lot of engagement with the sector – that's why I think it was successful'

Provider umbrella organisation, England

Protecting our children

Safeguarding children is a constant priority for social care services and a continued public concern. SCIE has kept up momentum on our work in this area over the past year.

The SCIE 'systems' model for serious case reviews, which looks not just at what happened, but at *why* certain decisions were taken by workers, has been welcomed by families' and children's services. 2010 saw regional pilots of this approach rolled out in the North West and the German Youth Institute (DJI) twice invited SCIE to present on the model. We will continue to develop this work in line with the findings of the Munro review in the coming year.

Our work on parental mental health and child welfare has also continued to be a focus. SCIE experts have spoken on this topic at a number of events throughout the year and we have launched an At a glance briefing for senior managers on how they can implement the guidance in their services. We are conducting pilots of this work in Northern Ireland. In addition, a series of films on different aspects of parental mental health are available on Social Care TV.

Early intervention and prevention are crucial elements of safeguarding vulnerable children, as is supporting transition from children's to adults' services. The Centre for Excellence and Outcomes in Children's and Young People's



Services (C4EO) has produced reports on early intervention, knowledge reviews on three priority areas for vulnerable children and research reviews for their Schools and Communities, Youth and Families, Parents and Carers themes this year. As part of the C4EO consortium, SCIE has also led the development of audience-specific e-learning resources on Early Years, Child Poverty and Safeguarding. In other partnership work, SCIE launched joint guidelines with NICE on promoting quality of life for looked-after children, which emphasises the need to listen to children and young people, to put them at the heart of decision making, and to support them in exploring their personal story.

Promoting participation

All of SCIE's work is aimed at improving outcomes for people using services and carers. This can only be successful if we listen to what people think about existing services and understand what they want and what needs to change.

Through our Single Equality Scheme, SCIE ensures that all of our work promotes equality and diversity and evaluates the impact that this has on our stakeholders. We are also committed to providing specific knowledge and guidance on social care for seldom-heard groups. This year saw the publication of guidance on good practice in social care with refugee and asylum seekers. We also produced a digital guide for commissioners on working with user-led organisations (ULOs). The guide provides local authority commissioners with all they need to know to meet the policy requirement to develop at least one ULO in their area. The guide was successfully user-tested with commissioners from East Sussex, who said that they would use the tool to increase their understanding of the benefits of working with ULOs.

In the past year, SCIE's Partners' Council has contributed to high-profile debates on equality and diversity, the future of social work and new technology in social care. Partners' Council members have also played important roles in a range of SCIE's work including Social Care TV films, project advisory groups, conferences and media work.

If participation is to be at the heart of social care, it needs to be embedded from the beginning – this means starting with social work education. In partnership with Shaping Our Lives and the University of Sussex, SCIE has produced new evidence about user and carer involvement in social work education and the Social Work Education Participation (SWEP) website which is a place to share ideas and good practice.



Building a better workforce

In a changing social care climate, it is vital that people working in social care have the skills, support and motivation they need to improve outcomes for people using services and those who care for them.

The role of social workers continues to be prominent in the media. SCIE has been instrumental in helping to set up The College of Social Work, following the recommendations of the Social Work Task Force. The College will represent and support social workers and help maintain standards for the profession.

Newly qualified social workers (NQSWs) face a blizzard of information and the challenging task of translating knowledge into practice. To support NQSWs in their first year of practice, SCIE launched an online resource specifically for them this year.

Excellent social care depends on a culture of continuous professional development. Our annual student campaign for 2010 was sent to social work students and lecturers, offering resources which support the core curriculum for social work education and training. A key component of the curriculum is human growth and development. This year, we added to our resources in this area with a new report on human growth in relation to mental health and older people. We also produced



Ninety six per cent of SCIE users surveyed say our resources are relevant to their job

two new reports on building user and carer involvement in social work education, highlighting the importance of participation.

Strong social care leadership is required to embed effective social care practice. In response to the transformation agenda for social care, SCIE also led two training programmes for developing leadership in 2009-10: *Leading for the new agenda* and *Leading transformation*, to support new managers.

Supporting innovation

SCIE has explored new, innovative approaches to both learning and practice this year.

As well as presenting research and guidance on innovative practice that is already happening in social care (for example personalisation, telecare and safeguarding), we have produced a range of new tools to support organisations and staff to be creative with their own resources.

Whether it's researching the latest policy or practice guidance, or completing assessments and care plans – everyone in social care needs to use computers and IT. This year has seen SCIE launch a range of new digital guides and added to our suite of films on Social Care TV. We were also asked by the Department of Health to run the Get Connected grants scheme for adult social care providers who struggle with effective use of IT. To date, the scheme has distributed grants to 663 organisations. These are being used to purchase IT equipment and provide training for care workers to improve the efficiency of their practice through IT.

All social care practitioners need to keep up-to-date with the latest developments in social care and to have the opportunity to reflect on their practice and learn new skills. SCIE's Good Practice Framework is helping organisations to evaluate and share their practice with others and provide case studies for learning.

In order to continue our own organisational development, SCIE signed a concordat with our French counterpart, ANESM in November 2009, to share knowledge and learning in response to the similar social care challenges we face. We also developed our capacity to look at the cost-effectiveness of social care interventions, not just whether they work. This activity will grow in importance as the need to spend every pound wisely also grows.



SCIE management and trustees

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Amanda Edwards
Deputy Chief Executive

Stephen Goulder
Director of Corporate Services and Workforce Development

David Walden
Director of Adult Services and Regional Development

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Stephanie Palmerone

Ian Sutherland

For full biographies of SCIE management and trustees, visit the About us page of our website at www.scie.org.uk

SCIE resources and services

Guides: Our detailed, online guides are aimed at social care practitioners.

e-Learning resources: Interactive, web-based resources which include games, quizzes and films

Short briefings: Our At a glance briefings summarise the main recommendations in our more detailed guides, while our research briefings pull together the main research on the key issues in social care

Social Care TV: An online service featuring short films, accompanying text and links to related information.

One-stop-shop resources: We have a range of comprehensive online resources.

Social Care online: The UK's most complete range of information and research on social care online.

Visit www.scie.org.uk to view or download SCIE's free resources, and to sign up for regular e-mail updates.

This publication is available in an alternative format upon request. SCIE's full annual report and accounts are available at www.scie.org.uk

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