



Community Wellbeing and Adult Social Care

**Stronger Together
Building Brighter Futures**



Welcome to the Community Wellbeing Directorate!

The directorate is essentially about connecting and belonging to the place where you live, feeling safe and having pride in your community. Community is much more than belonging to something – it is about doing something together that makes belonging matter.

Our mission within the directorate is to enable diverse, inclusive, vibrant, connected communities where people feel safe, keep well and look out for each other. And the principles that underpin our mission are....

- Embedding prevention to avoid crisis and loss of independence
- Listening properly and treating everyone with compassion, respect and dignity
- Constructively challenging the status quo
- Working with residents and partners to shape solutions around the outcomes that matter.

To help everyone in the directorate work together to deliver our mission, we have created this resource as the “go to” place for everything to do with the directorate. In pulling it together, we've tried to think of all the things you are likely to want to know or to access. For instance, you'll find details of all the services that the directorate delivers, decisions made by the Directorate Leadership Team and information about workforce development opportunities.

We want to make the most out of this time, to support you in developing your confidence and know how within your role, and make you feel welcomed as a new addition to the team.

This welcome pack has been designed to help you know more about the directorate and how adult social care sits together with our partners, and introduce our offer.



Working in Adult Social Care

On your induction you will have the opportunity to learn about (or improve your understanding) of what adult social care is, our practice framework and the tools for your practice. This will involve having access to research careknowledge.com, ability to book on training sessions, to observe your colleagues in practice and to be part of discussions about the adults that you support.

This induction, ongoing supervision, appraisals and my conversations, will be key to assisting you recognising the knowledge you have and areas that development you would benefit from.

Whilst in your induction, we will ask you to conduct a self-assessment of the skills identified in your 'Induction sign-off (competency check)' and gather evidence of your learning, and to reflect upon your learning and any areas that you need to develop in your supervision and support sessions.

During your induction it would be useful to learn from the people you support, on what works well for them; and from your colleagues, asking them what the practice model means for them, and which legalisation, policies, procedure and guidance they have used to come to their decisions

What is adult social care?

Care and support, also known as adult social services or adult social care, is the term used to describe the help some adults need to live as well as possible with illness, disability or frailty. adult social care can take many forms - it can include help while you live at home, out and about in the community, or in a new place of residence such as a care home, and the below we hope will assist you to know more about the offer here in Herefordshire. Adult social care in Herefordshire sits within the Community Wellbeing Directorate.



Practice Framework

Herefordshire's Community Wellbeing Directorate is committed to a Strengths-Based Approach as our practice framework. A practice framework assembles, in an accessible way, a directorate's approach to practice, identifying what underpins our work with people, how this informs interventions and as a directorate how we support front line practice. Whilst in your induction it would be useful to ask your colleagues: what the strengths based approach practice means for them and how they have used to come to their decisions, and then reflect upon your learning and any areas that you need to develop in your supervision and support sessions.

Skills and Knowledge

We recognise that practitioners come to work in Herefordshire as new starters, and as experienced practitioners. Our continuous professional development offer is bespoke to practitioners based upon this. A range of learning and development opportunities are available to practitioners including, reflective practice, supervision and support, role modelling, shadowing and direct observations, best practice resources, up to date research, practice reference groups, training and career development courses.

The tools and techniques

Within adult social care, we are directed on how to practice by legislation, and from legislation each local authority will write local policies (overarching principles); Procedures (how the policy should be enacted) and Guidelines (outline best practice).

The main five laws in which adult social care practice, are:

- The Care Act
- The Mental Capacity Act
- The Human Rights Act
- The Health and Care Act
- The Mental Health Act



Supervision and Support

Supervision is a process that involves a manager meeting regularly and interacting with staff to review their work and provide support. In adult social care our supervision policy outlines the regularity of formal supervision for you, and what you can expect from each other in the supervisory role. Within adult social care, supervision is more than just the formal meeting that you hold regularly, but also about the support in-between these sessions, to reflect, gain advice (or direction), the debriefs, the support.

You will be allocated a supervisor within your induction, whom will work with you and your line manager to assess your skill level and confidence, and enable a joint conversation to identify similarities and differences in your thoughts and plan from there.

The Induction

The aim of the induction is to support you to become confident and competent in undertaking the main responsibilities of your role and the job activities that sit with them. Support, supervision and learning will remain a constant throughout your career, and will assist you to further build repertoire and complexity within role, and consider, career development, and this induction will feed into your appraisal and development plan, which we call 'My Conversation'.

The induction timetable is for all practitioners working within adult social care. It offers a tailor-made induction lasting around twelve-weeks, to assist you to learn the main responsibilities of your role on the job, to support this we use a buddy system alongside leadership support.

Within the induction, the buddy system of discussions, shadowing and direct observations will take place that reduces slowly over time. This will provide you time to practice independently during the induction period, with the premise of understanding how confident you are in the job activities without your buddy.



Weekly check-ins with your manager will remain throughout the induction, in a protective space to allow time to reflect on your confidence and competency. By week ten, you will be expected to be working independently on all of your main responsibilities, with a day for the remaining two weeks to attend to any other learning or meet with internal and external partners relevant to your role.

As each practitioner will require a different level of support for their role, there is a possibility of tailoring your induction.

You could be new to adult social care, and so the twelve weeks and correlating timetable would be practicable for you to undertake in this manner. However, you may have had previous experience in other roles here in the council, or within another council, and so may need less time to feel confident and be competent in taking on the main responsibilities.

Possibilities for tailoring your induction include (though are not limited to) using time for other needed activity, such as 'time to plan' or 'meeting with internal or external teams', or skipping ahead on items such as a) Removing shadowing another practitioner on the job, and move straight to a direct observation; b) Start working independently now or c) Removing completion of training at level 1 – awareness raising; or level 2 – identification and referral training; as you already have that skill.

Tailoring your induction and choosing instead to expand your 'time to plan' or to 'start work independently' now, and skip to week 4 or 5 is the professional judgement of yourself, with evidence of competencies, in consultation with your line manager line manager. As your line manager will be required to sign-off Confidence and Competency in your Main Responsibilities and Job Activities, they may use your references and conduct an observation to assure themselves.

We are a disability confident council, and are keen to explore with you inclusion and reasonable adjustments to your induction and post-induction employment with us. When you are ready, share with us, and we will plan with you.





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