**Practice Support Guide**

Introduction

The roles that you all undertake in supporting vulnerable residents in Haringey can be both incredibly rewarding and challenging. We want to ensure that you as practitioners are heard, supported and valued within your roles. You are the service’s most valuable asset and the positive outcomes you achieve for those we are not possible without your commitment, passion, hard work and creativity. We know that you can only deliver a strengths-based and person-centred approach if we give you the right tools, frameworks and support.

This document provides information on these support mechanisms and how to access them. We actively encourage all staff to make use of them and we are committed to giving you the time to do so. The below resources are available to all social care practitioners. If you want more information or need an invite to be sent to you then please email me at christopher.atherton@haringey.gov.uk.

Supervision

We want to ensure we have a strong culture of supervision, reflective practice and adaptive learning. We expect that supervision should be high-quality, regular and reflective – and give practitioners a safe space to openly talk through the complexity of their cases, address risk, focus on practice, talk about their own wellbeing and measure performance.

Haringey has adopted the 4x4x4 Model of Supervision, which recognises that supervision has to address a range of requirements on behalf of different stakeholders, involving a complex set of activities. More information on the supervision model as well as supervision agreement can be found [here](https://haringeyadults.proceduresonline.antser.com/resources/local-resources) under the heading tab ‘supervision’. Formal supervision must be undertaken once a month. Practitioners should also access informal supervision support and case direction as required.

Learning and Development - Short Courses

The moment we think we have nothing to learn is the moment we become ineffective as practitioners. I’m proud that our short course offer to staff ensures a broad range of learning opportunities from a range of skilled experts both internally and externally. Although we believe we offer a broad and deep pool in which you can draw from we want to hear from you around anything we don’t provide. All requests and questions regarding training should be made to our Workforce Development Change Manager Marianne Ecker (marianne.ecker@haringey.gov.uk). All training can be found and enrolled through our [My Learning Platform](https://haringey.csod.com/login/render.aspx?id=defaultclp). News on new courses is sent monthly by Marianne in her monthly Learning and Development newsletter.

Learning and Development - Post Qualifying Opportunities

Your continuing development is key to delivering our vision for adult social care. We want to give all staff every opportunity to build on their skills and knowledge as a way of positively impacting the lives of the people we support. This could be further professional development such as Social Care Leadership, Approved Mental Health Professionals, Practice Educators, Research and Autism to name just some of the course we approved in the last year. It could also be the professional qualification in Social Work or Occupational Therapy. We may be able to help you continue your training an university and we are also looking at offering social work and occupational therapy apprenticeships. If you would like more information, please contact Marianne Ecker.

Case Discussion

This is open to all practitioners who wish to bring any complex cases that they are working on but having difficulties in progressing. This is a supportive and reflective environment in which we collectively look at what has worked well and what might be solutions in situations that often high levels of complexity or risk. These sessions are a great way to share knowledge, experience and good practice whether you have a case to discuss or not. Case discussion is held every other Thursday and can be accessed through the meeting invite in your calendar.

Social Care Forums

Social Care Forum meets every other week on a Tuesday and can also be accessed through the meeting invite in your calendar. It is an opportunity to discuss the issues that matter to you as practitioners and to look at ways in which we can improve practice and service delivery. Given the huge changes underway in adult social care in Haringey, we need to make sure we have a unified voice so we can influence what these changes are. This is an open agenda for anyone to bring topics, issues or questions with the aim of finding solutions through discussion which can then form recommendations for senior management.

1:1 PSW Support

There may be issues, concerns or challenges that you do not feel comfortable discussing in a wider forum. These may relate to practice concerns, risks, wellbeing, professional development, career progression or something else entirely. We want to ensure there is always a safe space in which you can seek support or advice. If you do wish to discuss any issues impacting on you do not hesitate to get in touch and I will ensure a 1:1 meeting is setup.

Multi-Agency Solutions Panel

The aim of the is Haringey Multi-Agency Solutions Panel (MASP) is to ensure that professionals working with people experiencing complex needs are able to access and offer creative, problem-solving support and advice. MASP function is to identify and enable solutions to complex problems. This is achieved by adopting a systems-approach, which means looking at all the factors influencing and affecting a person’s life, including how local services and professionals can work together differently to achieve positive outcomes. Staff can find the referral and risk assessment form [here.](https://www.haringey.gov.uk/social-care-and-health/safeguarding-adults/safeguarding-adults-policies-and-procedures#masp)

Community Care Inform

We have a subscription with [Community Care Inform](https://adults.ccinform.co.uk/) which provides social care practice and legal information and learning tools in an accessible format. The resources help professionals make and evidence their decisions, keep up to date with best practice and the law, and contribute to continuing professional development (CPD). Membership gives practitioners access to the latest research, legal rulings and good practice guides. To get an account setup please send an email request to ccinformhelpdesk@markallengroup.com.

Research in Practice

Research In Practice are a leading expert in the social care field bringing together academic research, practice expertise and the experiences of people accessing services. This knowledge is used to develop a range of resources and learning opportunities, as well as delivering tailored services, expertise and training. Access can be gained by registering with your Haringey email at [www.researchinpractice.org.uk](http://www.researchinpractice.org.uk).

Online Procedures and Local Resources

We have made sure that all information that practitioners need to access relating to team procedures and local resources can all be found within our [online procedures.](https://haringeyadults.proceduresonline.antser.com/)  This resource ensures that all practitioners have access to the procedures for each team across adults. Additionally, it provides all service-related documents such as practitioner manuals, team policies, templates, referral forms, which can be found under the local resources tab. If you identify anything that you feel hasn’t but should be included from the resources section, please drop me an email.

Liquid Logic User Guides

[Liquidlogic support | Intranet](https://intranet/liquidlogic-support)

Safeguarding

<https://www.haringey.gov.uk/social-care-and-health/safeguarding-adults>