

# DCC-i Newsletter

*December 2021 Edition*

We are approaching the end of another year of what has felt like rapid change and treading water all at once, and as the new year approaches, we all wanted to send all our customers, friends, and supporters some cheer of whichever season you are all celebrating, and take the opportunity to provide a few thoughts, highlights, and updates for the new year.

# SEASONS GREETINGS

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# Participation and Coproduction

*We are exploring the introduction of both co-production and participation approaches in the development of our work here at DCC-i.*

We believe that co-production will be key to keeping our work and understanding, relevant and informed, and we are looking for users from all services across children, adults, and mental health to become involved.



We would like to consult individually on several issues, look at how we can come #together as a group to share ideas on topics, contribute views and to assist in the formulation of our training delivery packs, support packs for participants, delivery methods etc.

We think to have a co-production team from the outset of this project would make a real

difference to getting it right from the beginning.

We would very much like to adopt an approach that will bring lived experiences to the virtual classroom too, that can support us all as practitioners to listen and reflect on the impact of our interactions and learn from different perspectives to promote continuing improvements in the way we work with people and create better outcomes.

We would love to hear from anyone who has ideas, previous experiences or who is aware of others that may wish to help us in making this happen – please have a think then drop us a line at: [PSW@dcc-i.co.uk](mailto:PSW@dcc-i.co.uk)

Want to get involved?

We look forward to hearing your ideas 😊

Anita & Tony,  
DCC-i PSWs

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## Partnership in Practice: Tavistock BIA Training

Over the last five years we have been working closely with colleagues at the Tavistock & Portman Continuing Education and Development Unit to deliver a Social Work England approved qualifying Best Interest Assessor programme.

With the impending changes to the current deprivation of liberty arrangements, brought about by the implementation of the Liberty Protection Safeguards (LPS), we are continuing to develop our partnership

offer and will be working on developing the AMCP qualification programme as soon as government timelines allow it! (That's the cue for DoLS and MCA leads up and down the country to roll their eyes and burst into a lack-lustre rendition of 'why are we waiting'!)

So, in the meantime we are continuing to develop our virtual offer and will be running at least one more BIA programme in February 2022.

# Crew Update

## New Roles!

As the eagle-eyed amongst you will have spotted, Russ Long has moved from IT Manager to Deputy Director of Operations, we are sure you will join us in congratulating Russ on his new position!



As the organisation has grown, so has the need for operational support, and as most of you will agree Russ was doing a lot more than IT support.

His new role reflects his position in supporting customers to navigate their own logistical issues to ensure that you can utilise our offer fully and give your delegates the best possible learning experience.

Russ has also taken over responsibility for GDPR and Health and Safety (which has Chloe doing a little dance with joy in the background!), and we have formalised his role in training and supporting all our Associate Crew to deliver the same high quality of online interactivity as the Core Crew.

From 4<sup>th</sup> January 2022 if you have any operational delivery queries, health and safety matters or GDPR concerns please contact Russ via [support@dcc-i.co.uk](mailto:support@dcc-i.co.uk).

## Consultant SW Recruitment

After a great response to our recent recruitment campaign, we have also now recruited a new Consultant Social Worker for delivering to Adult Social Care Customers.

Thanks to everyone who applied and who helped us out being an audience member for the auditions. – more on this in the new year!

## Associate Crew

This edition we are thrilled to be introducing our second non-social work associate, this time a former police officer...because we believe, in the world of practice, that we can do it #BetterTogether (queue the excellent Jack Johnson tune – if you don't know it have a little look on [YouTube here](#)).

So, for those of you who haven't met our 'Crew cop' yet (yes, we did make sure it was OK to call him that first!), let us formally introduce you to Steve Baker, former Mental Health Lead at the College of Policing.

Steve will be double-acting with Daisy and Tony in the new year on Mental Health and other related courses and programmes.

### A little hello from Steve...

I am delighted to now be part of the team at DCC-i. With 30 years' experience in policing, I hope I can bring some different views and approaches to the crew.

*Want to know about our crew?*

*Visit our website for more information.*

**Meet the Crew**

# Crew Update.....continued

*(Quite a lot has happened this quarter!)*

In my career I have undertaken a variety of senior roles, including the co-ordination and training associated with Prevent, as well as 7 years working in mental health culminating in two years as the national coordinator at the College of Policing and National Police Chief's Council.



Coronavirus has undoubtedly taken its toll on the mental health of the British public, and whilst we did see some fantastic examples of working together at the start of lockdown, we need to ensure that those in crisis continue to be able to access the most appropriate mental health support and access to prevention measures.

*“Ensuring that those in crisis receive the most appropriate and highest quality of care has always been my focus. “*

Certainly, one of the few positive elements to come out of the pandemic has been the highlighting of mental health related issues.

People now seem happier to discuss the subject and accept what an impact Covid has had on the mental health of all of us; something which will surely help to reduce the stigma and help to get people talking about it!

There will be some who perhaps did not experience a positive response to their illness during the pandemic – changing a culture takes time!

We are starting to see a social acceptance around the existence and impact of mental health, and we must continue to work together. There is still much to do but the arrival of coronavirus has at least led to some positive outcomes to ensure that we continue to work together to keep people safe.

As professionals involved in the crisis pathway, we must continue to learn and improve our understanding of the roles and limitations of other organisations so that we can provide that high quality of care to those in need.

Coming together affords us the opportunity to discuss, debate and learn about mental health related law and procedures.

Doing this with representatives from other organisations will give you a broader spectrum of understanding issues from another person's perspective and the ability to appreciate the constraints of their role.

*Want to know about our crew?*

*Visit our website for more information.*

**Meet the Crew**

# Accessing Courses: An Update for Customers

So, we have some big news...ok, we should probably manage your expectations, it's very helpful news in the world of training coordination! As you will all be aware we have largely offered our training courses via the creation of organisational teams within the DCC-i MS Teams Platform, to ensure we have all the functionality of Teams possible for our interactive classroom approach. Overall, this has worked very well, and again we really do want to thank you for your support in making that happen.

However, the tech has finally caught up with us, and we are now able to use all the interactive features of Teams in the meetings that you can schedule by invite - Hurrah! This means we can use Outlook diary invites for training sessions (these also include an email link), this makes the whole process of getting into virtual training rooms easier, quicker, and stress-free for all concerned! We have already trialled this with some of our customers, and we are proposing moving most of our customers to the diary invite system from January 4<sup>th</sup>, 2022.

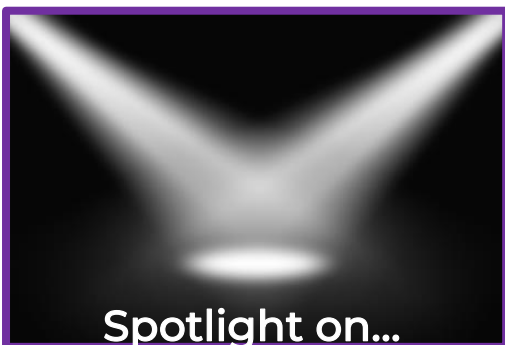
The main change to emphasise to your staff, (they really do listen to you more than us!), is that the materials for the course will be attached to their calendar invite/email, Russ has explained this a little further in his Ask Russ section. Please can you also remind them not to just forward the invite to colleagues without checking with you first!

We will be working on a way of still enabling customers to access additional resources, as we know a lot of delegates do appreciate and use the Teams libraries we have provided.

We will consult/update you as this plan progresses, our aim is to make that easy and stress-free to access too.

If you foresee any issues with this, please do email our Deputy Director of Operations – Russ Long at [support@dcc-i.co.uk](mailto:support@dcc-i.co.uk) to discuss this further.

## A trauma-informed approach to adult safeguarding and mental capacity assessment.



Spotlight on...

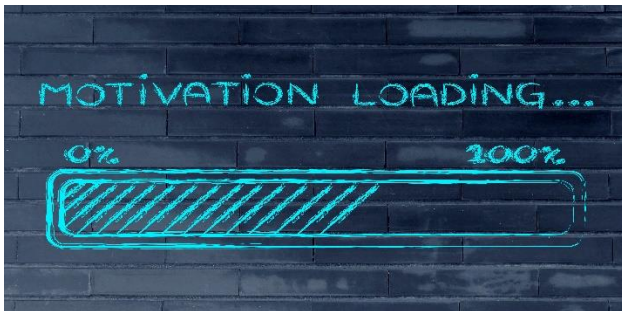
If you want to know more, or to plan, or book, a session, please contact us at [crew@dcc-i.co.uk](mailto:crew@dcc-i.co.uk)

Over the last few months, we have had increasing requests for sessions that cover the complex impact of trauma and executive capacity and the role of professionals in responding. It is a fascinating and challenging area that we feel is vital to ensuring people who enter our services are not re-traumatised as part of the process of trying to provide care and treatment.

In November 2021, we were thrilled to take part in a series of events for National Safeguarding Week, hosted by Derby City & County, which included a session specific to exploring the impact trauma can have on decision-making capacity, and what we, as practitioners, can do to approach the task of undertaking a capacity assessment or a safeguarding enquiry, in a trauma-informed way.

# Motivational Interviewing: An Update

In our last newsletter, we noted the growing influence of Motivational Interviewing on both Children and Adult Social Care practice, and outlined our Motivational Interviewing training offer which, as always, can be tailored to suit the needs of your workforce.



In a tight financial situation, organisations are expected to justify their investment in professional development. Improvements in practice, such as MI, must be justified by delivering better outcomes which meet increased expectations. A good amount of high-quality research into the effectiveness of Motivational Interviewing has been done in recent years. Consequently, there have been significant developments in assessment of the impact of MI training, on both practitioners and service users. We have taken note of these research findings in creating our training offer.

Service providers are seeking effective training that improves individual performance and organizational outcomes. We have developed a wrap-around service, which takes account of the training needs of staff, and the needs of organisations, to evidence how their commitment to improved practice is reflected in performance.

While stand-alone 1-day and 2-day courses are available, we believe that the value of our offer is in the evaluation and assessment of impact we can offer to organisations as a package of CPD.

This is structured around some key activities and benchmarking, and includes:

- Baseline assessment of existing knowledge and skills in Motivational Interviewing.
- Regular evaluation as knowledge and skills are developed during the course.
- Evaluation of the impact of enhanced capabilities against selected performance indicators.
- As well as the usual, evaluation of our performance and the achievement of learning outcomes by your staff.

This package can be adapted and tailored to accommodate your workforce needs, and we can include e-learning modules if they are needed (we promise our e-learning is an interesting and dynamic as our delivered sessions 😊)



# A Gentle Reminder from 'Uncle Russ'

## Reading emails and 'accepting' invitations: It really is Important!

This quarter, following the news of how we are changing the joining process to our sessions, I thought I would broach the subject of the dreaded In-box, Emails, and related Links & Attachments.



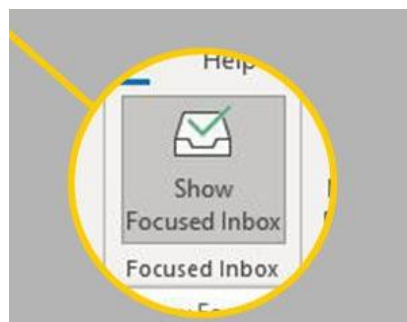
For every session that is booked with us here at DCC-i, we will be sending out an Outlook invitation to a Microsoft Teams Meeting. This appears in the supplied email recipients In-box as a standard email, usually with the title “\*Training session subject\* - Commissioned by \*Local Authority/Organisation\*”, marked with High Importance and with our Delegates Guide attached as a downloadable PDF.

We know everyone's in-boxes are bursting but it really is important to read the emails sent from us as they do have a lot of info in them 🤪

If the recipient user has, and uses, Microsoft Outlook or Google Calendar, there will be a little green tick at the top of the email, if the recipient clicks on this, it will add the session to their online diary, and they will be able to join the session from there. If this is not an option, there is a link to the session within the body of the email to be used on the day.

Usually, this email goes out a week in advance of the session, so if the recipient is unable to save it to their calendar, they need to save the email for the link on the day.

At some point between the initial invite being sent and the session starting, another email will be received with the session materials as PDF's. For those that are using Outlook, these materials will appear in the Outlook/Google Diary entry and at the top (or bottom) of the update email that also goes out. All participants will need these materials for the session they are taking part in, they need to either download them to their machine or have them easily accessible on the day. For those using Outlook for your emails there is a feature called “Focused In-box”.



We don't know whose bright idea this was in Microsoft Development, but it basically lets Outlook decide which emails you do and don't need to see!

To turn off this feature (highly recommended), please follow this link - [How to stop the Rising of the Machines!](#)

# What's On: Supporting Peer Networks

The #WannabeAMHP Club is a peer support and CPD network, established and run by Emma Grady, a student from Edge Hill University on the joint Nursing & Social Work Programme. Find out more about the club on twitter by following [@WannabeAMHP](https://twitter.com/WannabeAMHP)

## #WannabeAMHP Club Part 4

Join the #Wannabe AMHP club on [15th December 2021](#) at [6pm!](#)

A club for students to learn more about the AMHP role & AMHP related topics. Supported by real life AMHPs & super guest speakers!

This December the club is joined by 3 special guests to discuss their views and experiences of Section 135 and Section 136 of the Mental Health Act.

Register via Eventbrite for this month's session, join for FREE and to further information!

Limited tickets remaining REGISTER HERE

“  
#WannabeAMHP  
Club

**PART 4**

**15TH DECEMBER 2021  
6PM - 8.30PM**

“  
"OTHER SIDE OF THE ROOM"

&

"SECTION 135 AND SECTION  
136 MHA"

**SPECIAL 2 PART EVENT WITH 3 GUEST SPEAKERS**

“

**6PM - 6.10PM MUSIC AND ENTRY**

**6.10PM - 6.20PM INTRO**

**6.20PM - 6.45PM RUTH REVELL: OTHER SIDE OF THE ROOM**

**6.45PM - 7.00PM DISCUSSION**

**7.00PM - 7.10PM BREAK**

**7.10PM - 7.30PM JOHN PAUL ANASTASIADIS:  
SECTION 135 & SECTION 136 MHA**

**7.30PM - 7.50PM IAN BROWNHILL:  
SECTION 135 & SECTION 136 MHA**

**7.50PM - 8.15PM QUESTIONS & DISCUSSION**

**8.15PM NEXT TOPIC AND GOODBYES!**

Have a non-profit, peer led, event you'd like us to feature/support?  
Let us know all about it in the usual way [crew@dcc-i.co.uk](mailto:crew@dcc-i.co.uk)



# Data & Data Protection: GDPR

The 4 letters that make us roll our eyes and scratch our heads and wish we could stick our fingers in our ears! The move to diary invites does mean that ideally, we do need delegates email addresses to send them the invites and course materials/resources directly.

Some organisations that commission on behalf of several others have raised concerns that they cannot share email addresses without explicit consent from the delegates.



We would like to reassure people that this is not the case; data can be shared under the legal basis of legitimate interest – this means you are sharing the data:

- In order for a specific service to be provided (to facilitate training).
- That you are only sharing required information (email address) which will only be used in the way the person would reasonably expect (to send materials and joining instructions); and
- There is a low risk of any negative impact (we don't do anything else with it!).

We can send invites in a way that means that delegates emails are NOT visible to each other. It is possible for us to create a link to send out, but this also means we are reliant on you to send out materials and evaluations, and we are unable to responsively send additional information throughout the course.

If you wish to discuss this further, please contact our Deputy Director of Operations, Russ Long via [support@dcc-i.co.uk](mailto:support@dcc-i.co.uk) If you would like to see our policy you can access it [here](#).

## Self-Neglect in Practice



Over the last 12 months we have noticed an increase in requests for programmes focusing on self-neglect. These have including themes such as the impact of alcohol and the ever-difficult balance of capacity assessment with this complex group of individuals.

So, in response we have developed a new set of programmes and courses in this area as part of our wider MCA and safeguarding adults offers

## Other News, Views & Inspiration

What else have we been up to this quarter?

- Our Director, Daisy, wrote a piece for the British Institute for Human Rights (BIHR) because it matters! [Read her piece here](#)
- Daisy also appeared in a special webinar, hosted by Siobhan McLean and Student Connect, to raise awareness of the impact of the menopause, on both us, as practitioners, and the people and communities we support – see the [full webinar here](#) and [Daisy's personal A-Z on our crew blog](#) – we're planning for next year's menopause awareness day with Siobhan and colleagues at BASW... watch this space!
- Our Adult PSW Tony #notquitesogrumpyAMHP has been out and about, and musing about what MDT might mean, [read the full #AMHPRant here](#)
- And finally, we are proud to be a signatory, as part of the Mental Health Alliance, for an open letter calling on Sajid Javid, Minister of State for Health & Social Care, to publicly acknowledge institutional racism, and to provide concrete commitments to challenging this as a central part of the mental health reforms.
- Keep up to date with our activities via our [Crew Blog here](#).

### Why do systemic training?



If you want to know more, or to plan, or book, a session or programme, please contact us at [crew@dcc-i.co.uk](mailto:crew@dcc-i.co.uk)

Being “Systemic” has been a buzzword over the last decade with both good and bad press attached to it, however a good understanding of how to be a systemic practitioner and how to use some of the key tools of systemic practice can improve practitioners’ engagement with children, adults and their networks within any model of working for Children or Adult Social Care and Mental Health across the full range of professional roles.

The key tools of systemic practice such as hypothesising, exploring multiple truths, using circular questioning, employing neutrality and irreverence and understanding beliefs, myths, scripts and rituals within a person’s system helps practitioners to be professionally curious, identify strengths and risks and enable change that comes from within. It’s a way of thinking that can help us become unstuck and move forward to achieve positive outcomes whatever our remit or role.