



Our Programmes:

Professional Practice



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Learning Outline:

Cultural Competency & Diversity in Health & Social Care



Cultural sensitivity is more than recognising differences in race or religion, it involves recognising that we are all shaped by our experiences and are influenced by cultural norms and understanding. All our interactions and communications are interpreted via cultural filters, and it is an understanding of these and how they can impact on working in teams and groups that will be the focus of the day.

This one-day course will consider culture and diversity issues within groups and teams and how our experiences are shaped by our own cultural filters. Participants will be supported to explore how we can apply a culturally sensitive approach and respond to diversity in practice in order to facilitate effective team working and improve outcomes for all citizens.

Learning Outcomes:

This course will provide participants with the following learning outcomes:

- To increase understanding and awareness in relation to working with and alongside individuals from different cultural and social groups and how these influence how we all experience and engage in professional interactions.
- To consider diversity as a power issue and how this might impact on health and social care practice and professional dynamics.
- To reflect on the cultural diversity within participants practice areas, and consider how this might impact on the individual, family and community and how they experience public services.
- To explore concepts of discrimination and oppression arising due to diversity issues. Including how organisational / professional cultures can impact on the experience of individuals working within and/or using public services.
- To be able to demonstrate an awareness of how experiences of discrimination and oppression can be internalised and impact on an individual's emotional and environmental well-being.



Learning Outline:

Developing & Using Professional Curiosity in Practice

Professional curiosity is the capacity to critically reflect and analyse situations to understand what is happening in a family rather than making assumptions and taking situations at face value.

A number of factors can support professional curiosity in practice. These include reflection and supervision to develop a case consultation approach to complex work and using a range of tools and models such as multi-agency collaboration, positive challenge of both professionals and service users / parents and respectful uncertainty in our interactions.

This one-day session, focuses on the principles and practice of professional curiosity in a range of social care contexts and supports delegates to apply critical analysis and reflection to foster and develop their own sense of professional curiosity in the work that they do.

Learning Outcomes:

This course will provide participants with the following learning outcomes:

- To understand what professional curiosity looks like and the contribution it can make in practice.
- To facilitate participants to critically reflect on their own professional curiosity, and identify the knowledge and skills needed to develop and embed it in practice.
- To understand the impact, and learning, from situations where professional curiosity is not evident, including examination of relevant SAR/SCR and other reports.

Learning Outline:

Effective Assessment & Decision Making in Adult Social Care



This one-day session is designed to support Social Workers to effectively incorporate meaningful analysis into all levels of assessment and review processes to ensure delegates are able to articulate clear evidence-based recommendations for the individual and/or carer care and support plans.

The course will provide participants with practical tips for ensuring assessments are concise and easy to follow whilst still containing the necessary depth for complex decision making and support planning within the adult social care legislative and policy frameworks such as the Care Act 2014 and the Mental Capacity Act 2005.

Learning Outcomes:

This course will provide participants with the following learning outcomes:

- A clear understanding and ability to articulate the *needs* of an individual, free from jargon and with a clear analysis regarding the implications of leaving the needs unmet, the options for responding to the needs, including resource implications and the how successful outcomes will be measured.
- The ability to *effectively analyse information* gathered during the assessment or review process to make appropriate decisions and inform both case management and support planning.
- A transferable approach that can be used for a range of settings.
- The ability to articulate clearly, concisely and appropriately record information, understanding the difference between fact and opinion and being aware of bias.
- The ability to articulate the reasoning for decision-making and recommendations, including recording issues of capacity, consent and choice, available options and explain clearly and own professional judgement.





Learning Outline:

Effective Case Recording for Children's Social Care

Case recording is an area of professional practice that is repeatedly highlighted as a development need across health and social care. Good record keeping serves many purposes and the frameworks of data protection, care management, and confidentiality are areas participants need to be confident in.

The course will provide participants with practical tips for ensuring case notes in all formats, for a range of purposes are concise and easy to follow, whilst still capturing the voice of the child and containing the necessary depth for complex decision making and long-term care-planning.

Please see our additional courses on Professional Report Writing.

Learning Outcomes:

This course will provide participants with the following learning outcomes:

- How to capture the voice of the child throughout.
- Understand individual responsibilities in relation to consistent and quality case recording.
- Be able to record in a concise, clear, accountable and defensible manner.
- Understand what information means from an individual & service perspective and use the information to make an informed plan with clear outcomes..
- Understand the need for analysis in case recordings to inform risk management, intervention and care-planning.
- Understand the role of case recordings in developing chronologies and informing decision-making.
- Consider the requirements of the Children Act in relation to recordings for Children under CIN, CP or LAC Arrangements

Learning Outline:

Effective Case Recording for Adult Social Care



Case recording is an area of professional practice that is repeatedly highlighted as a development need across health and social care. Good record keeping serves many purposes and the frameworks of data protection, care management, and confidentiality are areas participants need to be confident in.

This one-day session is designed to support staff to effectively document their practice and incorporate meaningful analysis into all levels of case note recording. To ensure recordings are linked to, and can be used for, providing safe and effective interventions, monitoring and managing risk and to feed into assessments, decision-making and long term care-planning.

The course will provide participants with practical tips for ensuring case notes in all formats, for a range of purposes are concise and easy to follow, whilst still capturing the voice of the individual and their network, the risks and strengths.

Please see our additional course on Professional Report Writing / MH Tribunal Report Writing. We can also deliver a version adapted to focus on Welsh Law.

Learning Outcomes:

This course will provide participants with the following learning outcomes:

- Understand individual responsibilities in relation to consistent and quality case recording.
- How to capture the voice of the service user, and the voice of carers & the person's network.
- Be able to record in a concise, clear, accountable and defensible manner.
- Be able to decide how to give weight/ascertain relevance of information.
- Understand the need for analysis in case recordings to inform capacity assessments, eligibility, risk management, intervention and care-planning.
- Understand the role of case recordings in developing chronologies and informing decision-making.
- Consider the requirements of the Care Act, Mental Capacity Act and Mental Health Act in keeping records.



Learning Outline:

Professional Report Writing – Adult Social Care

Social workers and social care workers are required to write reports in a range of formal situations from conferences to court appearances.

It can feel that this is a skill that practitioners are expected to have with very little in the way of training to ensure staff are clear on the expectations and equipped with the skills they need.

This one-day programme is designed to support social worker and social care staff who are required to write formal written reports to develop the core skills and reflect upon their report any further development needs.

Please also see additional programmes for Mental Health Tribunal Report Writing and also a Report Writing course focused on Welsh Law.

Learning Outcomes:

This course will provide participants with the following learning outcomes:

- An understanding of the principles, expectations and requirements of formal report writing for social work/social care practitioners.
- An awareness of the complexities of reports and the need to meet the legislative framework of decision-making forums such a funding panels, tribunals or Court of Protection Hearings.
- The ability to structure and prepare reports which are based on clear evidence, distinguishing between fact, opinion and hearsay.
- Distinguish between information gathering and analysis and improve analytical skills.
- Explore how to provide an overview that is as balanced as possible whilst still containing detailed analysis that is the basis for a clear recommendation – utilising the Care Act Eligibility Criteria, Best Interest Checklist and Balance Sheet Approach.
- The ability to present an argument and defend their own professional judgements within a report format.

Learning Outline:

Professional Report Writing – Children’s Social Care



Social workers and social care workers are required to write reports in a range of formal situations from conferences to court appearances. It can feel that this is a skill that practitioners are expected to have with very little in the way of training to ensure staff are clear on the expectations and equipped with the skills they need.

This one-day programme is designed to support social worker and social care staff who are required to write formal written reports to develop the core skills and reflect upon their report any further development needs.

Learning Outcomes:

This course will provide participants with the following learning outcomes:

- An understanding of the principles, expectations and requirements of formal report writing for social work/social care practitioners.
- An awareness of the complexities of reports and the need to meet the legislative framework of decision-making forums such a funding panels/fostering or adoption panels, Conferences or LAC Reviews or Care Proceedings.
- The ability to structure and prepare reports which are based on clear evidence and distinguish between fact, opinion and hearsay.
- Distinguish between information gathering and analysis and improve analytical skills.
- Explore how to provide an overview that is as balanced as possible whilst still containing detailed analysis that is the basis for a clear recommendation – utilising the Welfare Checklist and Balance Sheet Approach.
- The ability to present an argument and defend their own professional judgements within a report format.

Learning Outline:

The Right Side of Regulation: Recording with Care & Critical Reflection



This one-day course looks at the broad principles of good record keeping for Children, Adult and Mental Health Services and is applicable to all levels of recording from case notes to formal reports. We offer more in-depth courses for specific areas of practice and specific levels of recording in this catalogue.

This course considers the frameworks of data protection, care management, and confidentiality and is designed to support professionals to effectively document their practice and incorporate meaningful analysis.

The course will provide participants with practical tips for ensuring case notes in all formats, for a range of purposes are concise and easy to follow, whilst still capturing the voice of the child/vulnerable adult/service user and containing the necessary depth for complex decision making.

Learning Outcomes:

This course will provide participants with the following learning outcomes:

- How to write an appropriate length and depth the record.
- How to know what to include and if anything should be left out,
- How to record concisely, accurately and appropriately.
- How to capture hypothesis & analysis.
- How to record actions and recommendations.
- How to be accountable and defensible
- Lessons from Serious Case Reviews
- An opportunity to reflect on practice, strengths and areas for development.



Learning Outline:

Mental Health Tribunals & Professional Report Writing

Mental Health Review Tribunals (MHRTs) are courts of law, and while they usually take place on hospital grounds, they should be accorded the respect and professional standards of behaviour that would be extended in a formal court room environment. The different reports are intended to assist and inform the tribunal and will be used to inform decisions that may affect an individual's liberty and as such preparing these reports is a skill that practitioners need to develop and continue to improve.

This one-day course is designed for professional staff that may be required to prepare and write reports for Mental Health Review Tribunals.

The course will provide participants with an overview of MHRTs, including practitioner responsibilities and requirements, and will focus on good practice in writing reports for tribunal.

Learning Outcomes:

This course will provide participants with the following learning outcomes:

- Understand the various routes of appeal under the MHA 1983 and MHRT rules
- Awareness of the members of the panel and their roles
- Understanding the difference in thresholds for different types of appeal
- Appraise principles of good practice and values to the preparation of tribunal reports
- Evaluate good practice in giving evidence



We specialise in developing training and learning programmes based on the requirements of our customers, and the knowledge and skills of our crew.

IF CAN'T FIND WHAT YOU'RE LOOKING FOR?

We are always happy to discuss bespoke programme development.

Contact us to find out more crew@dcc-i.co.uk