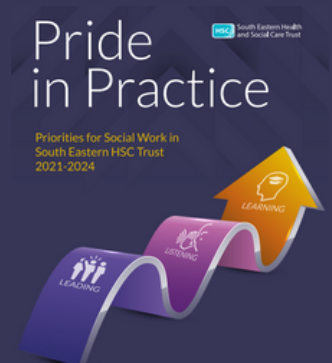


Social Work Assurance Newsletter

July 2025



Welcome to the Summer edition of our Social Work & Social Care Assurance Newsletter. As we move into the holiday period, we're excited to share updates that highlight the dedication, progress and positive impact of our teams across the Trust. From innovative workforce initiatives to inspiring success stories and service improvements, this edition reflects our continued commitment to delivering safe, effective and compassionate care. Here are just some examples of the great work across our organisation.



The Local Engagement Partnership (LEP) has introduced a series of valuable and innovative workshops promoting value-based practice. These workshops support the attraction and retention of our workforce and align with efforts to strengthen our team through focused recruitment. The Learning and Improvement Team (LIT) is also playing a key role in workforce development by supporting informal career conversations and creating a career progression guide to help line managers nurture and develop their staff.

Within Children's services, we've highlighted supervision audit findings, the restrictive practice framework, and various improvement projects and service evaluations. In Learning Disability services, progress continues around mandatory training and increased carer assessments. Meanwhile, Mental Health services are undergoing structural changes, and collaborating regionally in relation to Right Care, Right Person.

PCOP services have focused on governance priorities and multiple improvement projects across physical disability, home care, and services for older people. A recent RQIA inspection of a Day Centre (Physical Disability) found no areas for improvement – a significant achievement.

Under "Our People," we spotlight a day in the life of Emma Stevenson, who works in the Children and Young People's Autism Service. Highlights also include our Quality Improvement initiatives, the Social Work Celebration event, the Regional Social Work Awards, and World Social Work Day .

I would like to take this opportunity to thank you for your ongoing hard work and passion – we hope you enjoy reading about the fantastic work happening across all areas.

Lyn Preece,
Director of Children's Services and
Executive Director of Social Work

Contents

Our Organisation

- Social Work Workforce
- Local Engagement Partnership Workshops
- Student SW Experience
- NISCC podcast ~ practice teaching experience
- NQSW Mentoring Support
- Graduate Recruitment
- Attraction Work
- Career Conversations
- Agency & Bank Update

Our Assurance

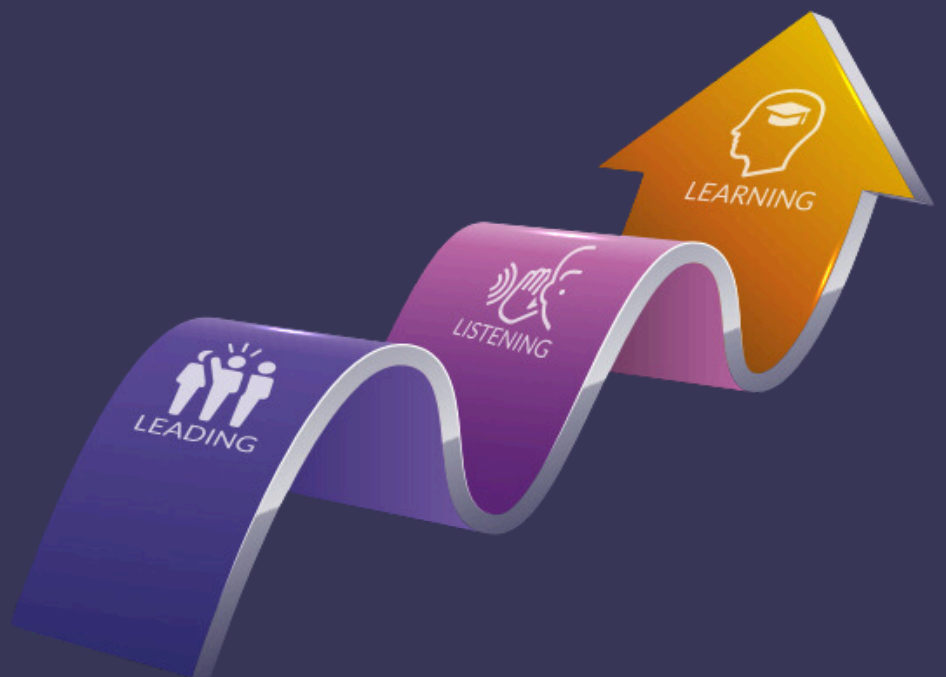
- Statutory Functions
- Supervision Implementation
- Workforce Regulation
- Children's Services
- Learning Disability
- Mental Health
- Primary Care & Older People's

Our People

- A day in the life of...
- Regional Dragon's Den
- Social Work Celebration Event
- Regional Quality Improvement in Social Work
- Annual Social Work Research Conference
- Regional Social Work Awards
- World Social Work Day
- Good news stories
- Leading Social Work programme
- Trust Social Work Resources



Our Organisation



Our Social Work Workforce

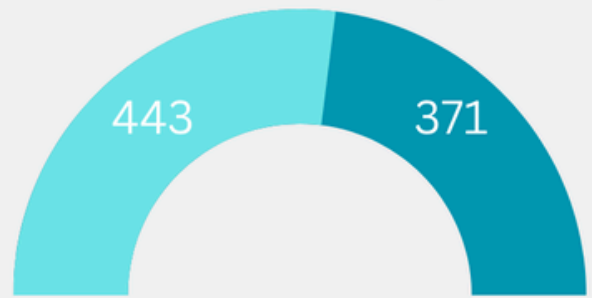
...at a glance

Year on Year Gradual Workforce Increase

11% increase
between March
2022 & March 2025



814 Social Workers in Post (Bands 5-7)



Children's Services Adult Services

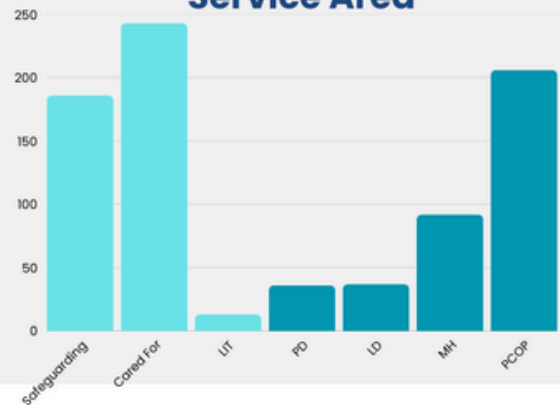
Contract Type (Bands 5-7)

92%

of all social workers
in post have
permanent
contract



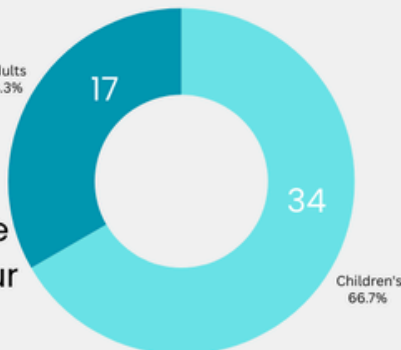
Social Workers (Bands 5-7) by Service Area



Newly Qualified Social Workers

51

AYE Social
Workers in post
contributing to the
development of our
workforce



Starters & Leavers (Band 5-7) In Focus: January-March 2025



Children's Services Adult Services



Team Development Opportunity! Working Together: Everyone Benefits

In response to the messages delivered within the 10 000 More Voices Social Work survey of the importance of valued based social work practice, SET Local Engagement Partnership are delighted to launch the co-produced Working Together: Everyone Benefits workshop.

Workshops, delivered in small group settings within group supervision, team meetings or as stand-alone sessions, bring social workers and people with lived experience together to explore the core values of social work through reflective discussions, real world case studies and interactive activities.



Find out more about the workshops and evaluation overleaf.

LEP have been busy showcasing the success of the workshop and influencing regional practice at recent presentations to the regional LEP Leads meeting at the Department of Health and to the Public Health Agency.



WORKING TOGETHER EVERYONE BENEFITS WORKSHOP



The SET Local Engagement Partnership (LEP) have developed this Value-Based Workshop to bring together social workers and people with lived experience to explore the core values of social work in practice.

Via facilitated discussions, real-world case studies, and interactive activities; we will support a safe, reflective space where you can:

- ✓ Strengthen your understanding of value-based practice
- ✓ Enhance your partnership working skills with people who use services
- ✓ Celebrate your passion and purpose for value-based practice

HOW TO REQUEST A WORKSHOP

WORKSHOPS ARE TAILORED TO YOUR TEAM'S NEEDS AND CAN BE DELIVERED IN SMALL GROUP TEAM MEETINGS, GROUP SUPERVISION, OR AS STAND-ALONE SESSIONS.

CONTACT SETLEP@SETRUST.HSCNI.NET

I see staff taking more time to reflect on case discussions- the pace has changed. Perhaps more time to think about why a person is responding the way they do.

Opportunity to reassess own practice

Good examples of what to do and what not to do

Very informative, interesting & very worthwhile

Great workshop- fantastic opportunity to get everyone together to explore our values. Really shone a light to reflective practice and was of great value. Thank you

Jan-May 2025

Student SW Experience

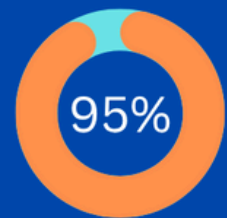
How much did we do?



How well did we do it?



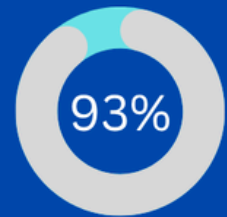
rated induction helpful



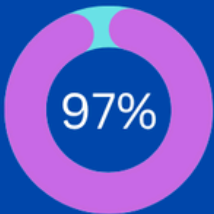
always had weekly PT supervision



rated team supportiveness good/very good



rated quality, quantity and range of case work good/very good



rated level of responsibility good/very good



found student support groups useful

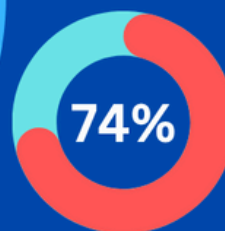
Is anyone better off?



would consider future employment in SEHSCT

really enjoyed my PLO, feel I have learned so much of the statutory SW role

very supportive team, great experience



live in SEHSCT area

Care to chat?

A podcast from the Northern Ireland Social Care Council



'Making a difference for social work education' -
The Practice Teacher role in social work



Have you always wondered what is involved in the Practice Teacher role and how they support and develop social work student?

Listen to the Care to chat podcast, where Trust social worker Ellen Neill (who is completing the Northern Ireland Practice Teacher Training Programme) and final year social work student Emily Hill who was on placement in the Trust discuss their experiences.

Practice Teachers have been central to what I have been learning on placement. I think they have helped me find my voice, and build my resilience and be more prepared for the realities of social work – and I don't think I would be here, where I am now, on my final placement, without the support that I have had through both my placements



For more information on the Practice Teaching course contact Ian Fletcher or Maxine Topping.

2024-2025 NQSW Mentoring Support Project

How much did we do ?

- 41 mentees offered support
- 9 mentors providing support
- Group mentoring provided
- 3 hours per month per group

How well did we do it?



would recommend the mentoring project



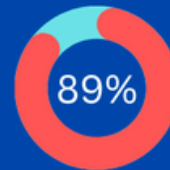
increased sense of belonging to SET



Open & honest relationship with mentor



reported good skills from mentor



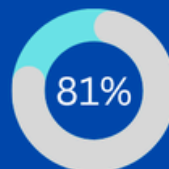
improved communication skills



developed reflective skills



confidence developed



developed resilience

Is anyone better off?

“My Mentor was able to provide me with support and guidance throughout my AYE. I was able to speak to her about challenges I had regarding case load. She was able to ease any worries or stresses I might have had coming up to important complex case.”

“My Mentor provided a safe space for discussion, as well as offering an outside perspective in relation to worries / concerns I have around cases. My Mentor has been a great emotional support as well.”

Graduate Recruitment 2025

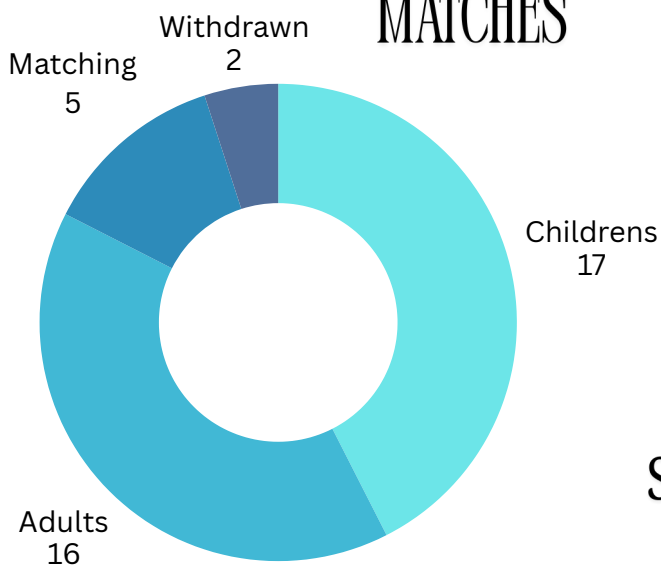
40
APPLICATIONS

University attended

67%
L3 PLO in SET



38
MATCHES



100%
Happy with
Matching Process

100%
Satisfied with Post

**What made you
choose SET?**

- Location
- Experience as employee
- Reputation

Great process, Denise took the fear out of it as she considered my interests.

Denise has been amazing with guidance/direction and follow through on matching students to our vacancies. 4 years ago it was a nightmare to get posts filled given the geographical location. But with constant input and working with you when we have had vacancies we have been able to fill them.

Attraction work

Trust-wide Careers Fair

On Saturday 1st March social workers from Children's Disability, Community Older People's Services, Hospital Social Work and LIT supported a social work stand at the first Trust-wide careers fair which welcomed over 1000 people interested in careers in health and social care.

School pupils, students, social care workers, social workers and those interested in a career change put the staff through their paces as they asked insightful questions about social care and social work as professions and the career opportunities in both.



HSC South Eastern Health and Social Care Trust

Reporting Period: January – March 2025

Attraction activity – SET Learning & Improvement Team

Objectives: To stimulate interest in the social work profession, increase degree applications & develop the future workforce.





Career Conversations

Supporting our social work workforce to explore
career pathways & progression

Learning is an important part of our culture in South Eastern Trust. We recognise the importance of social workers having access to developmental opportunities and clear career pathways. This focus on learning and development not only impacts positively on **safe and effective care**, but also **staff retention**.

Recent research has highlighted the importance of clear career pathways, as a core aspect of retention of our experienced and valued workforce (Cook, 2024).

In recognition of this, since February 2025, the Learning and Improvement Team has been offering one to one informal 'career conversations'. To date, a range of staff have engaged with the service, from newly qualified social workers to experienced social workers of 10+ years! They have been supported to consider potential learning opportunities based on the stage in their career, interests and area of practice, as well as developmental opportunities to progress their skills as they consider the next step in their career.



To book an informal one to one
'career conversation' contact:

rachael.graham@setrust.hscni.net

[Click here](#) to read the full
research report
on retention by Cook
(2024)



FAO: Line Managers

You can use the
'**Career Progression Guide**'
in supervision to
support staff to explore
training & development
opportunities

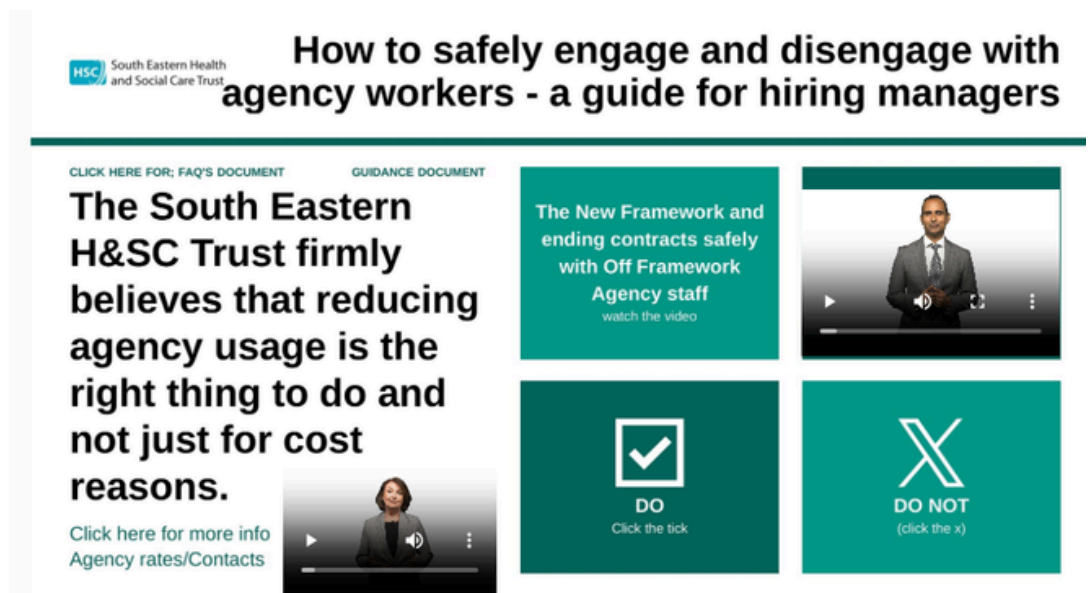
SCAN ME



Agency Reduction

The Trust has been working hard to reduce agency usage and not just for cost reasons. We need to build strength through our own workforce to ensure safe and effective care and rebuild our Health and Social Care Services in Northern Ireland.

A new non-medical Framework is in effect as of the 2nd June. Please review guidance, frequently asked questions and information on new framework agencies through the below link:



How to safely engage and disengage with agency workers - a guide for hiring managers

South Eastern Health and Social Care Trust

CLICK HERE FOR: FAQ'S DOCUMENT GUIDANCE DOCUMENT

The South Eastern H&SC Trust firmly believes that reducing agency usage is the right thing to do and not just for cost reasons.

Click here for more info
Agency rates/Contacts

The New Framework and ending contracts safely with Off Framework Agency staff
watch the video

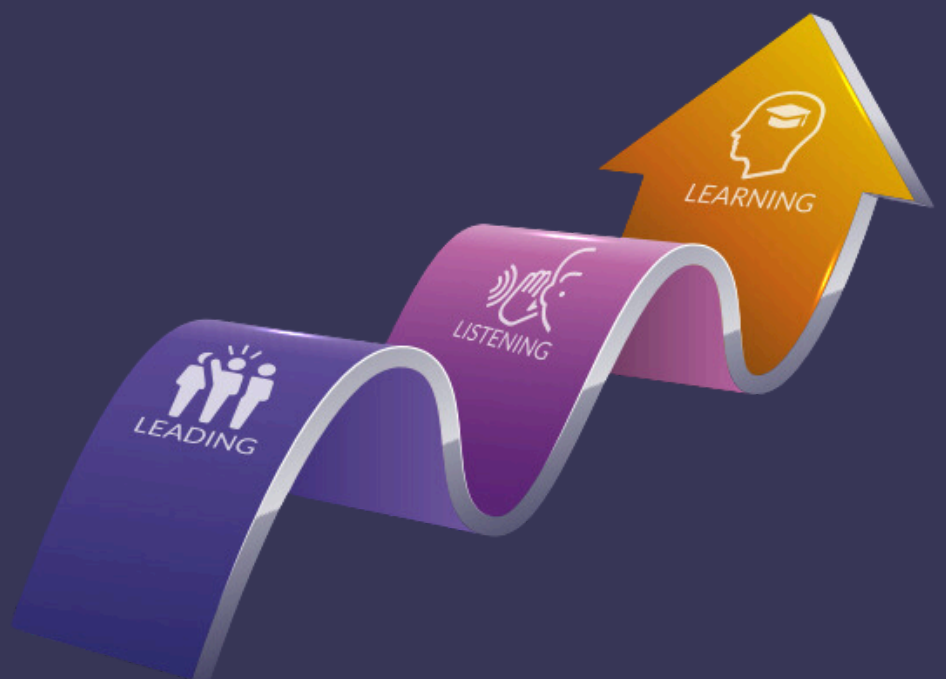
DO
Click the tick

DO NOT
(click the x)

Bank staff support

In order to support services across social work and social care, the bank office are currently progressing efforts to recruit a dedicated staff member specific to this professional group. This will support cleansing of available support and enhanced engagement with the workforce to address need. Recruitment to the Bank is also established with regular recruitment exercises.

Our Assurance



Statutory Functions Report 2024/25

The annual Statutory Function Report (SF) details the years social work & social care performance and accountability for the delivery of statutory functions. It's a key report for the Trust to demonstrate our performance to SPPG (Strategic Planning and Performance Group) and the Department of Health.

Referrals

by service Area

Mental Health
3156



Learning Disability
1638

Physical Disability
1506



Primary Care & Older People
7849



ASW Assessments
247



Carer Assessments Offered
3566



Home Care Packages
6529



Children in Care
765



Children Leaving Care
321



Children in Kinship placements
363



Children in Need Referrals
3672



Children on the Child Protection Register
3566

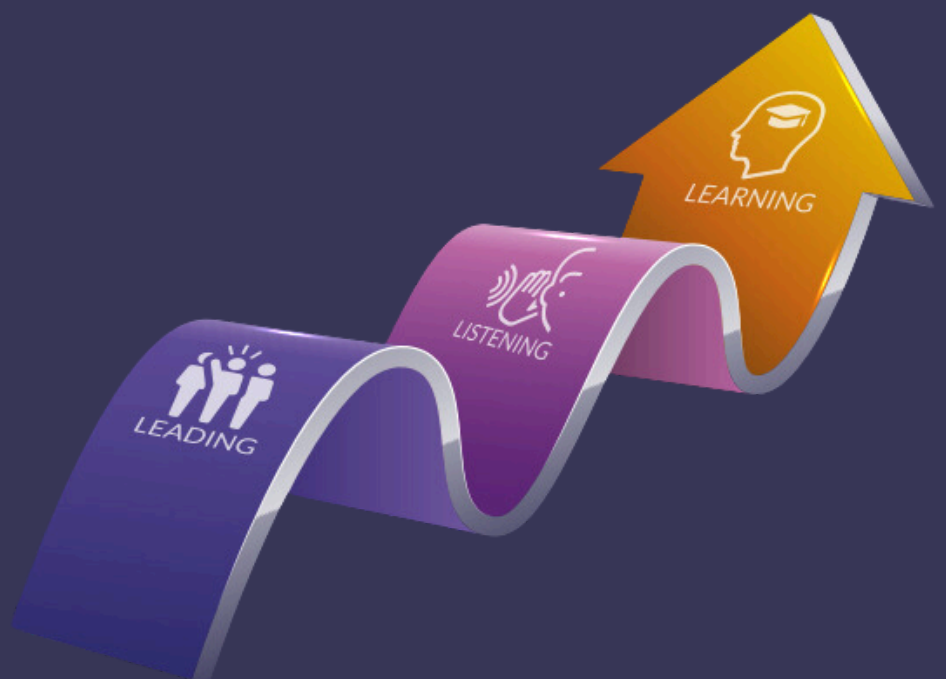


Children awaiting Adoption
13



Short Breaks for Children with a Disability
211

Professional Governance



Supervision Implementation

To measure the effectiveness of the supervision implementation plan, in March all programmes undertook supervision audits which included specific questions around the new supervision policy.

90%
Services have developed Supervision Plans

78%
attended supervision awareness training

Increased
evidence of feedback
evidence of reflection
group supervision

91%
new supervision proformas

75%
new supervision efolders

Shared Learning:

Some services have developed agenda proforma to ensure all areas of assurance are covered

Compiling a list of group supervision topics increases consistency across services

Professional supervision resources have been developed to support confidence of supervisors.

Resources to support supervision:



Conversation Starters for Supervisors

PROFESSIONAL SUPERVISION FOR SOCIAL WORKERS IN MDT SETTINGS

Hints and tips for conversation starters when providing professional supervision. This is not exhaustive and is simply a tool to aid conversation.

<p>Professional Social Work Role Identity</p> <p>Multi-disciplinary relationships - positives, benefits, tensions, challenges</p> <p>Reflection on an aspect of the SW leadership framework the supervisee most identifies with</p> <p>Reflection on an aspect of the SW leadership framework the supervisee least identifies with</p> <p>Developing confidence in social work identity</p>	<p>Development of social work practice in MDT</p> <p>Social work methods or models influencing practice</p> <p>Current obstacles to promotion of social work methods</p> <p>Current opportunities to promote / champion social work methods</p> <p>Reflection on feedback from service users & the influence on practice</p>
<p>Professional Development</p> <p>Career goals and aspirations</p>	<p>Wellbeing</p> <p>Financial Inherent reflection - evaluation of</p>

4 times per year
This could include
3 individual sessions & 1 group session
In person is preferable
Refer to Social Work (NI)

NEW!

Mandatory Supervision E-Learning for all Social Workers

The E-learning is aimed at all Social Workers, in their role as social workers receiving supervision, and is a mandatory requirement as part of the new SW Supervision Policy (2024).

Social Work Supervision for Supervisees



Any staff members who have completed Supervision Awareness training do NOT need to complete this training.

For new staff: It should be completed as part of the planned induction



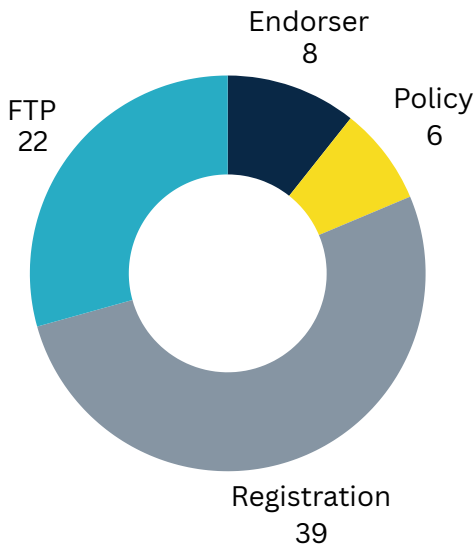
CLICK HERE!

Workforce Regulation

Q1: April - June 2025

Professional governance provide support and guidance to staff and managers in relation to registration and fitness to practice of social work and social care staff.

Number of Queries in relation to NISCC



Fitness to Practice Investigations



Queries:

7 from Trust staff
15 from FTP Officers

22 FTP cases open in relation to 21 staff/previous employees.



Staff impacted:

3 social workers
18 social care workers

Registration Matters



Registration with the Social Care Council is now fully digital at portal.niscc.org/

All our communication with you will be via email and text message



Be registered



Keep personal details up to date



Pay a yearly fee



Social Workers and Social Care Managers
Renew every 3 years

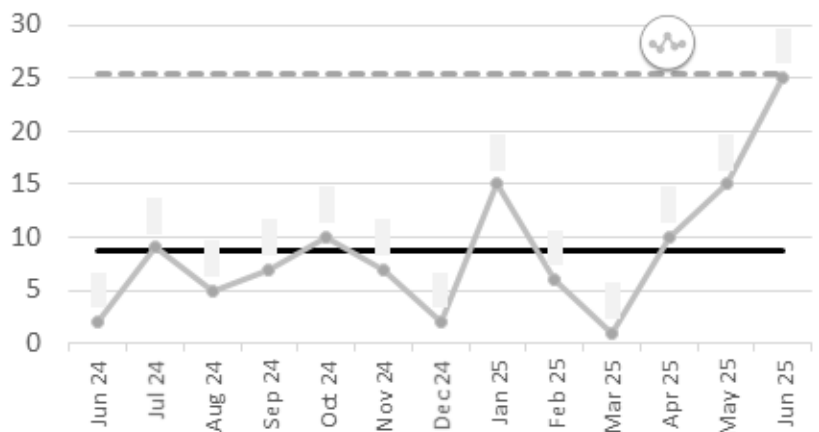


Social Care Workers
Renew every 5 years



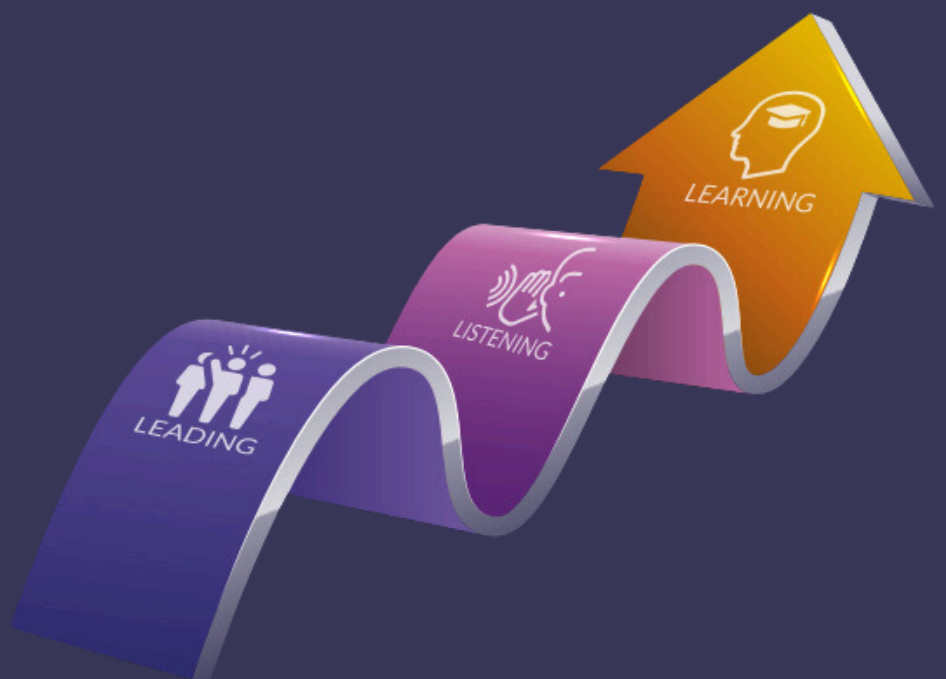
Keep a record of your learning and development

NISCC Registration Removals per month



Programmes are alerted to removal of staff from the Register on a monthly basis and supported to get staff returned to Register in a timely manner.

Children's Services



Children's Services Governance, Assurance & Improvement Team (GAIT)

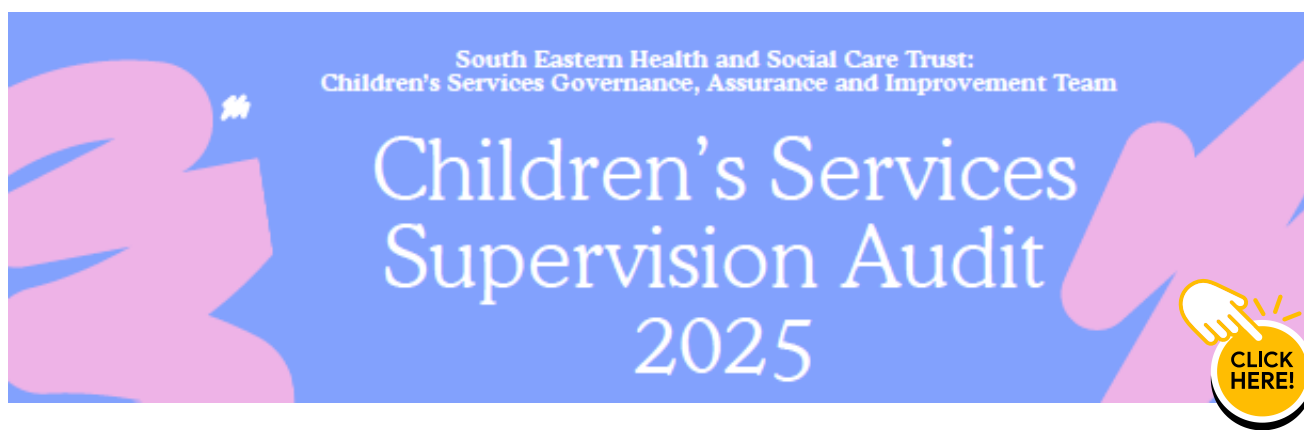
GAIT have been continuing to support local and directorate wide improvements as well as focusing on governance priorities.

An information pack regarding GAIT has been included with the Newsletter to support staff across Children's Services to understand more about the membership and role of GAIT. GAIT's focus for the next quarter will be visiting services through team meetings and forums to discuss the current ongoing work and also to support services where we can. So, please get In touch with your local governance lead and make sure they are invited to your team meetings and staff forums.



Children's Services Governance, Assurance & Improvement Team (GAIT)

Also, we have completed the Children's Services Supervision Audit and the preliminary outcomes report has been completed and attached to this Newsletter. Individual service reports will be completed and shared by the beginning of July 2025 and these will inform an action plan to support improvement across the services. Thank you to all the managers who submitted their supervision files for audit and to the staff members who took part in online supervision survey!



Finally, there are some exciting projects ongoing across Children's Services that we will keep you updated on. There is a Service Evaluation taking place in Lakewood Secure Care which will review the implementation of the Restrictive Practice Framework and their move from Therapeutic Crisis Intervention to Safety Intervention. Learning from this Service Evaluation will support with informing the final stages of the Restrictive Practice Framework in Children's Services as well as support to understand more about the experiences of young people and staff in Secure Care.

If you have any ideas for improvement projects or need support from GAIT to improve the governance and assurance processes in your service, then please make contact with your local governance lead.



Update on Restrictive Practice Framework

A current priority for GAIT is developing a Children's Services Restrictive Practice Framework to support staff with ensuring that the use of restrictive practices is a last resort, proportionate to the level of presenting risk and reduced as quickly as it is safe to do so. There is a presentation attached to this Newsletter which outlines the ongoing work with the Restrictive Practice Steering Group.



Learning Lines are a simple and effective way to share learning from incidents and analysis of practice across the services. Learning Lines are how GAIT will share the majority of learning and updates; therefore, it is really important that you take a bit of time to read these and to share with your team



GAIT Update: Restrictive Practices within Children's Services

Date: 29th May 2025
Intended for: Children's Services Managers and staff
Completed by: Jane Hinds, HOS GAIT

WHAT IS RESTRICTIVE PRACTICE?	BACKGROUND INFORMATION:	CURRENT SITUATION:	WHAT ARE WE DOING NOW?	WHAT DOES THAT MEAN FOR YOU?	NEXT STEPS
<p>Restrictive Practices are actions or interventions that limit a person's movement, day to day action or function</p> <p>Or put more simply...</p> <p>Restrictive Practices stop someone doing what they want to do</p> <p>Staff members may be in roles which require them to implement restrictive practices to promote safety and wellbeing.</p> <p>It's important that any use of restrictive practice is a last resort, the least restrictive option, proportionate to the level of risk, and reduced as soon as it is safe to do so</p>	<p>Work began in late 2021 to develop a Restrictive Practice (RP) Framework which focused on the needs of Secure Care. This work took place following the outcome of a RGA inspection and due to there not being a policy within NI at that point</p> <p>Around the same time the DoH had started to draft a Regional RP Policy. However, it was evident that the DoH policy did not fully meet the needs of Secure Care</p> <p>The Liskewood RP Policy went through legal and regional consultations, finally being signed off by SPPG and EMT for use in Secure Care outside of the Regional RP Policy in 2024.</p>	<p>The completed version of the Regional RP Policy was published in 2023 is now being implemented across the Trusts</p> <p>An update from the DoH in March 2025 has acknowledged that the Regional RP Policy excludes Secure Care and Residential Care in Northern Ireland.</p> <p>The Liskewood RP framework has continued to be implemented within Secure Care. Learning from this has informed the spread and scale of this framework to other areas in Children's Services, including residential and children with disability services.</p>	<p>The Children's Services RP Steering Group will continue to develop a RP framework which will meet the needs of all areas across Children's Services.</p> <p>The Steering Group's work will also focus on improving how we raise awareness, implement, record, review and learn from the use of restrictive practices</p> <p>Our aim is to support services to reduce the use of restrictive practices through promoting a therapeutic caring environment for children and young people</p>	<p>Currently, services such as Secure Care and Residential Care will have processes in place for decision making and implementing restrictive practice where necessary if you are unsure then please chat with your line manager</p> <p>These processes are currently being reviewed by the Steering Group to ensure that there is consistency across all services in the Children's Directorate</p> <p>Practice or processes won't change until improvements have been piloted, agreed and training or guidance have been provided to staff</p>	<p>There will be regular updates from GAIT regarding the progress with this work</p> <p>Staff should contact their line manager or local governance lead if they would like more information, have any questions or would like to be part of the improvement work</p> <p>The Steering Group are meeting regularly and aim to have the draft Children's Services RP Framework developed by August 2025</p> <p>Staff are encouraged to support with piloting</p> <p>This is an essential piece of work. We want staff to get involved, their knowledge</p>

CLICK HERE!

Update on Children's Services Improvement Projects and Service Evaluations:

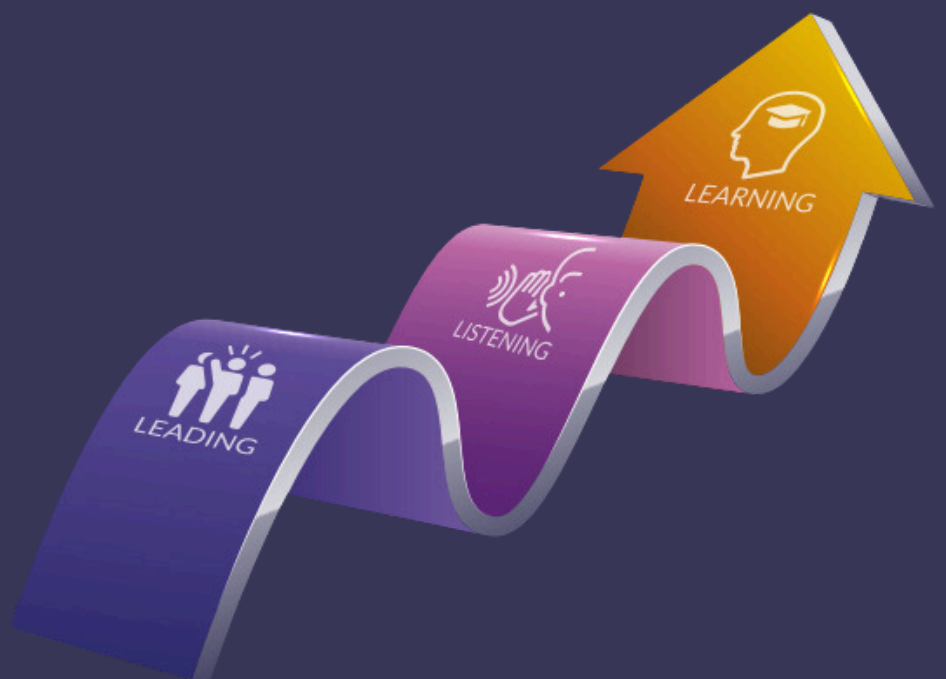


Improving the use of the Datix system will continue to be another focus for GAIT over the next few months. The vision is that all services will be utilising the Datix system accurately to record significant incidents. This will then enable the governance leads to analyse the Datix incidents, identify trends and themes for improvement which can support the development of evidence based recommendations for practice to reduce reoccurring themes in future incidents.

Children's Improvement PROGRESS UPDATE



Learning Disability



Adult Learning Disability Governance Update

The Adult Learning Disability Service has faced significant challenges in relation to staff recruitment and retention for community social work teams over the last 1-2 years.

Following a successful recruitment into social work posts last year this has reduced permanent vacancies significantly within the service with some recruitment on-going.

Within the last year the Service have welcomed a number of newly qualified social workers and social work staff from a range of other services to the area of Adult Learning Disability. These staff come with a wealth of knowledge and experience and have been a welcome addition to the social work teams

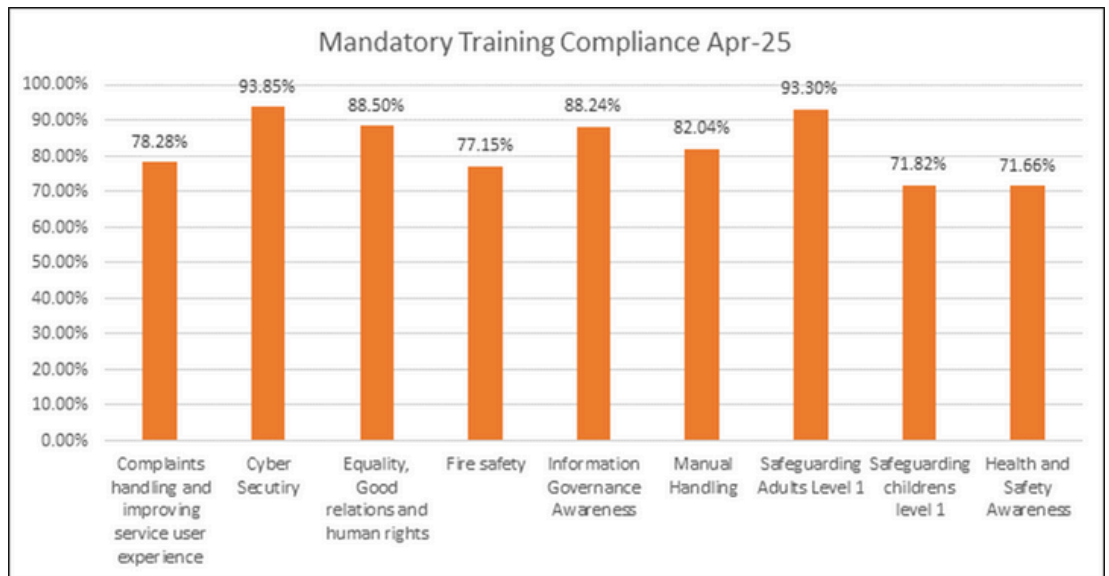
With the Senior Practitioners now embedded in teams this has allowed for a greater focus on the development of social work placements for students within the service which has been very successful in the last 6 months with staff wishing to develop their knowledge by completing the Practice Teaching Award. As a service we are excited about the opportunities to promote social work within Adult Learning Disability.



Adult Learning Disability Improvements

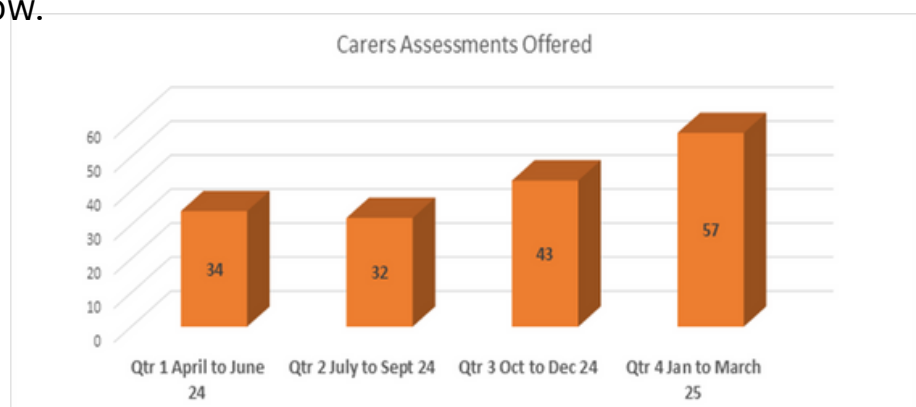
Mandatory Training:

With the successful recruitment into teams there has been a new focus on Mandatory Training and developing systems to ensure good governance and assurance around staff knowledge and skills to fulfil their role and ensure compliance. Following a scoping exercise in January 2025, we are happy to report that Adult Learning Disability compliance has increased, see below table. The service will continue to build upon this with a focused training each month with support from our HR business partner.



Focus on Statutory Functions - Carer Assessments:

A key focus over the last number of months for our Community Learning Disability Teams has been to increase compliance with our statutory function around carer assessments. The introduction of new processes and procedures to enable regular tracking and reporting across teams has allowed for greater compliance. Data collated shows an increase in the number of assessments being offered and completed see table below.



Adult Learning Disability Improvement Projects

The Service has welcomed the introduction of a Carer Involvement Lead for Learning Disability Adult Services, Kate Havern and look forward to working alongside Kate in her role with a continued focus on supporting our carers. The Service took part in a number of Carer Engagement Events to mark Carer Week.

Lisburn Adult Resource Centre Carer Engagement Event 12th June 2025.

Kate Havern, Carer Involvement Lead for Learning Disability Adult Services pictured with some staff from Adult Services.



What's happening next?

Governance priorities going forward include:

Initial Reviews and Final Approval of DATIX incidents

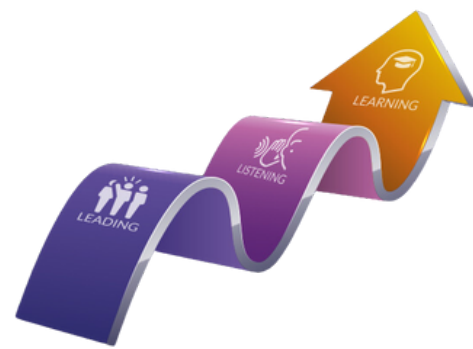
Continued focus on Annual Reviews

Continued focus on Carer's Assessments

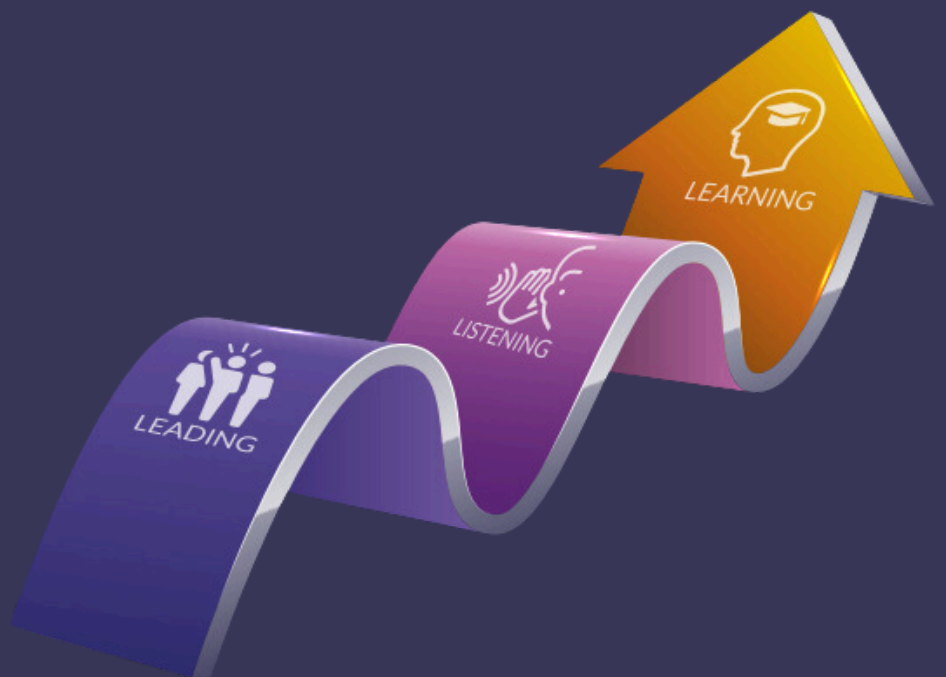
Mandatory Training Compliance and Professional Development

Increased focus on MCA and TP authorisations

Pilot processes in relation to Children's Transitions



Mental Health



Mental Health Services Update

Integration of Adult Mental Health & Mental Health Services for Older People

There has been a lot of change within Adult Services Directorate with the amalgamation of Mental Health, Mental Health Services for Older People and MCA. The new structure is aligned through Acute and Community services. Ongoing work in relation to this over the next 6 months.

Acute Services

- Inpatient adult & dementia
- Home Treatment
- MH Liaison
- MATT/ NIAS
- Governance

Community Services

- Community Mental Health Teams
- Care Management
- Supported Living
- Mental Health Assessment Centres
- MCA
- ASW
- DBT
- Perinatal
- Carers & Think Family
- Condition Management
- Addiction Services



Mental Health Services Governance Update

Priorities & Shared Learning

ASW service continues to work towards compliance with Regional ASW Quality Standards 2021-2026. Ongoing challenges with bed capacity, protracted waits and interface issues. Updated action plan remains solution focused and need for continuous improvement is ongoing. At regional level ongoing discussion in relation to Right Care Right Person and interface working with PSNI and other agencies. Development of operational protocols re interagency working and escalation processes. This is being monitored by SPPG, DOH and DOJ. In 2024-2025 there were 6 new ASWs and there is agreed funding for x3 full time ASW posts working between MHO and MCA. This is an exciting development

Supervision Policy: ongoing roll out across MH services and to include multi disciplinary colleagues in the year ahead

Safeguarding: ongoing monitoring and review of services by MH DAPO. Early indicators audit carried out on some of the MH wards and recommendations shared with senior management team

Right Care, Right Person: approved social workers are widely involved in regional discussion around support from PSNI. Clearer processes are being developed in relation to delegation and escalation

Shared Learning

MH social work and ASWs have 4 forums per year for information sharing and reflective learning. There is an expectation that social workers attend this forum to keep updated in relation to learning and development. There are a lot of developments in relation to Right Care, Right Person, MHO Code of Practice (revised), roll out of MCA Section 12, clarity re Art 129/130 warrants, roles and responsibilities that needs to be shared across social workers and ASWs. There is also shared learning in relation to the Adult Protection Bill and implications for staff.

Think Family Champions – Since June 2023 we have seen development of Think Family champions to 70 + staff across disciplines, mental health and children's services. This has broken down barriers and improved working relationships.



Improvement Projects

Development of project in inpatient units called KIT (Keeping in Touch) to promote support for children whose parents are in mental health wards.



Carers QIP – increased support, information and carer’s assessments within MH wards.

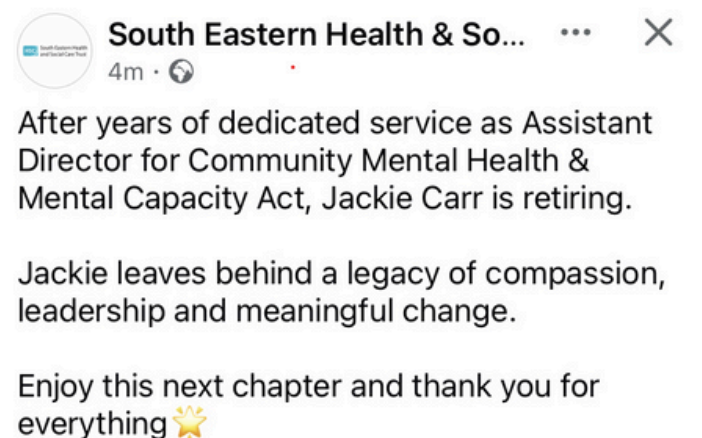
Good News Stories

Workforce Development – continue to build and develop ASW workforce as per Regional Standards. 8 social workers commencing ASW this coming year. Funding agreed for 3 full time posts.

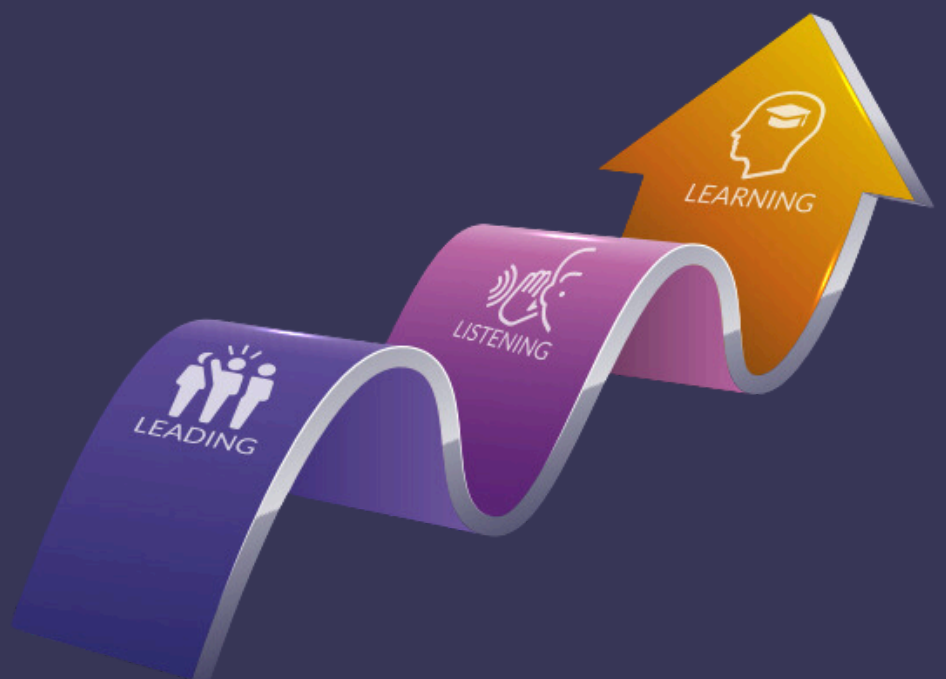
Research – 3 mental health social workers, Steph Craig, Paul Devine and Sarah Mac Donald have completed literature review on topics such as services for people with personality disorder, service user involvement and MCA.

Stronger Together – Fiona Roddy and Tracey McVeigh completed ‘Leading Social Work’ Leadership course.

Retire & Return – Jackie Carr retired as Assistant Director for Community Mental Health, though will be returning to do MCA work.



Primary Care & Older People Services



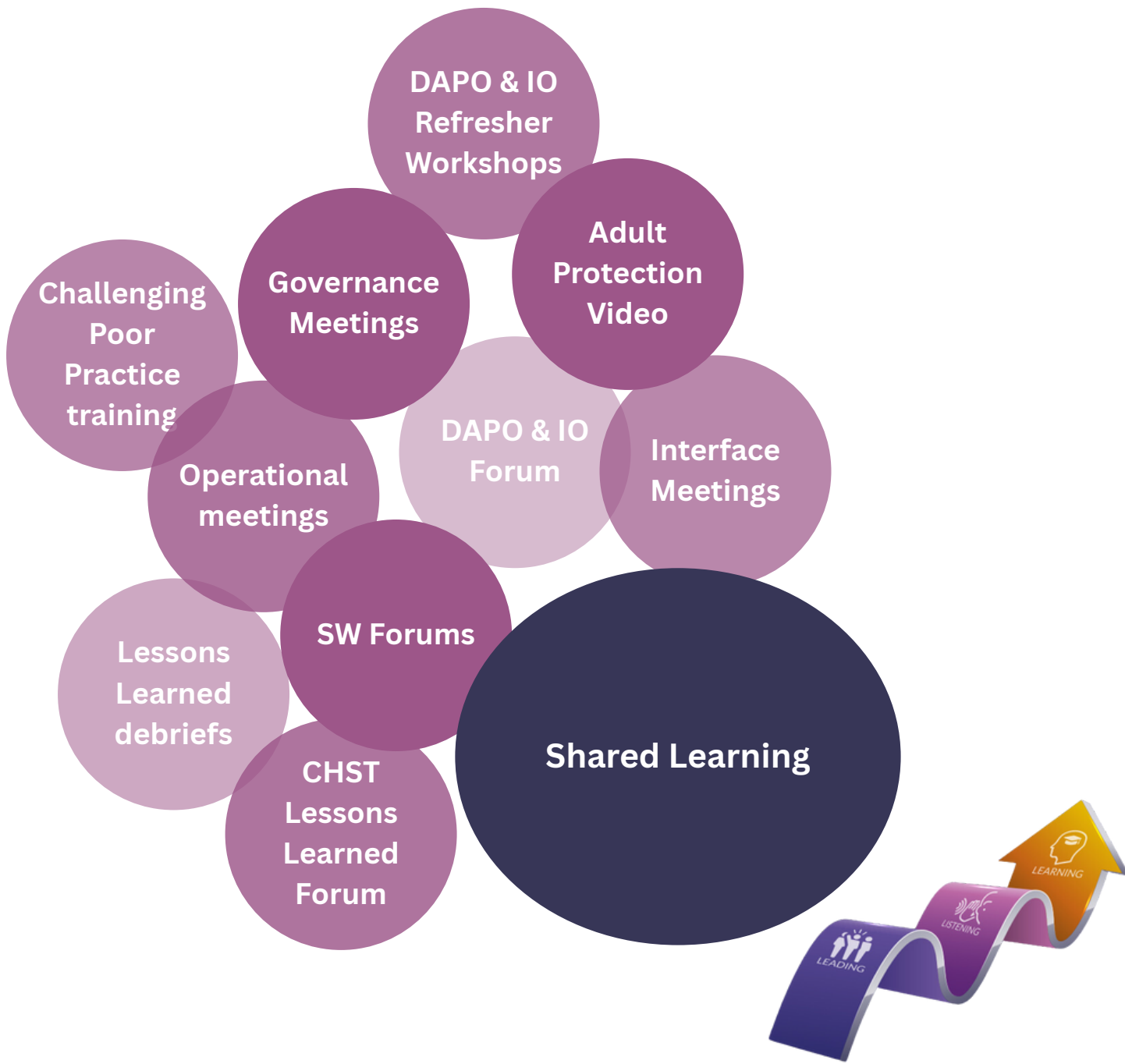
Governance Update

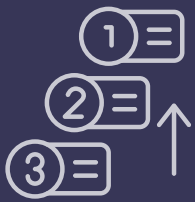
Majella Fegan
Governance Lead
for SW & SC

Teresa McKee
Physical Disability &
Sensory Services
Operational Lead
**

Susan McBride
Care Home Support
Team Operational
Lead
**

**Governance role integrated into Operational role





Governance Priorities

Development of standard operating procedures in PD services and Core and Clinical Teams within the Care Home Support Team

Update: *Workshop convened with Older People Program and Physical Disability Community Teams and Single Operating Procedures in draft .*

Develop and standardise an agreed audit plan across services

Update: *ongoing*

Compliance with new Supervision Policy

Update: *Audit of Compliance in Physical Disability completed. Good practice noted in supporting and developing staff , oversight of governance and reflective practice .Improvements to be progressed in respect of frequency of individual supervision and NISCC registration checks*

Compliance with Statutory Functions priorities

Update: *Ongoing improvement in compliance with annual reviews.*

Development of shared learning space

Update: *Ongoing*

Development of Regulatory reporting via Encompass

Update: *Ongoing to include developing staff confidence in the use of Dashboards.*

Work plan in progress to identify key SW priorities within PD & Sensory Services in partnership regionally with Trusts and SPPG

Update: *Ongoing*

Development of revised framework for governance reporting

Update: *Workshop scheduled with Planning and Performance*

Physical Disability Integration within PCOP through management of change process.

Update: *Ongoing*

One SEA in PD Community Team. Recommendations to be progressed in respect of agreeing SOP for closure of Social Work Cases when intervention complete and recording on Encompass in chronological order.

Pilot audit compiled by RQIA to be used for Adult Protection Investigation to measure compliance to policies and procedures. Commencing July 25.

Improvement Projects

Physical Disability

Team Leaders completed the Regional Quality Improvement Programme with the aim of developing a risk assessment tool. Update completed and now planning to scale and spread

Physical Disability Workshop planned with Planning and Performance to improve systems for reporting on performance and governance

Operations Manager leading on the development of Competency Framework for Social Work Band 8a Lead

Good News -----RQIA Inspection in Physical Disability Day Centre and no areas for improvement

Care Home Support Team

Regional project to standardise clinical teams working with the Independent Sector. Ongoing

Develop and standardise an agreed audit plan across services. Ongoing.

Development of face to face shared learning opportunities across Directorate, from outcomes of SAI investigations.

Lesson Learnt sessions continue three times per year.

Development of face to face engagement sessions with Independent Sector providers.

The first face to face forum took place in March 2025, since the Covid pandemic.

Improvement Projects

Older People's

Community Social Work- Social Work staff carrying out Quality Improvement Project focusing on 12 week reviews and savings.

Day Care Service-Butterfly Dementia suite is now open 4 days a week. This provides Day Care in a smaller group setting for those with advanced dementia.

Daycare are piloting 2 student placements from SERC for students completing Health and social care qualification. commenced in Oct 24 one day a week for 12 months.

Homecare service area-Careline Live Care Circle now has 1318 registered service users/family members.

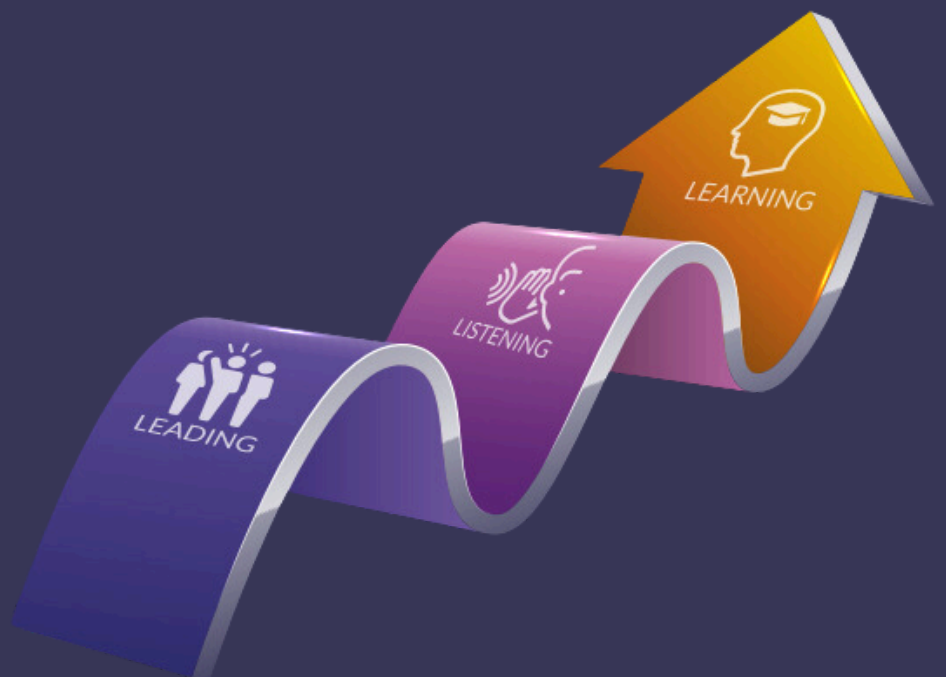
PGT- Quality Improvement Project being undertaken by Senior Manager and interface with referrals from Acute.

KPI's ongoing within APGT and adapted according to any issues or trends arising.

APGT undertaking Making Safeguarding Personal specific to dementia.

MDT GP Federation undertaking continuous group work sessions targeted at the needs of the service users/patients.

Our People



A Day in the life... Emma Stevenson

I have been working within the Trust since 2015. My roles have varied from family intervention to children's learning disability residential. I have experience with both direct social work roles and managerial roles.

My current post is within the children and young people's autism services. I am part of the neurodevelopmental team. My role within this team consists of completing neurodevelopmental assessments looking at autism, adhd and in some cases looking at the impact of trauma on a young person and how that can affect their social and emotional communication.

We also contribute to the delivery of groups looking at emotional regulation, these groups are so valuable to our young people while they are waiting on their assessment or have recently received an autism diagnosis. Our emotions explored groups provides the children and young people with tools to recognise their emotions and strategies that they can use to self regulate.

The team is multidisciplinary with practitioners from SLT, nursing, psychology and social work.

Within the ND team I am the only senior practitioner with a background in social work. Working within a MDT setting has enabled me to reflect on my own practice and take skills and knowledge gained from my colleagues to further develop my practice.

One of the best things for me as a social worker within the ND team is that the service is very supportive of all opportunities for continuous professional development and enabling us as practitioners to reflect and improve upon our practice which will ultimately result in a better outcome for the children and families that come through our service.



Children and Young People's
Autism Service

Regional Dragon's Den

Congratulations to the 3 teams from the Trust who secured funding through their pitches at the Regional Dragon's Den to improve services for people with lived experience.

The DoH were so impressed with the calibre of all the pitches that they awarded funding to all the finalists.

We look forward to hear how these projects can influence good practice regionally.



Kinship Carers Support Group

To spread a support and educative group for kinship carers within the Trust.

Football for young care leavers

To engage young care leavers through the platform of football and fitness to better improve their mental and physical wellbeing.



Disability Activity Room

Thompson House Hospital will Develop a multi diversional activity room to our staff, patients and families.



The DoH have confirmed funding for a 2025 Dragon's Den so look out for applications soon or contact Jenny Williamson for more information

Social Work Celebration Event

On Monday 13th January, 73 social workers from across the Trust attended the Social Work Celebration event at Fodder, Downpatrick. This event recognised the work of staff who had completed the:

Open University Degree in Social Work;
Approved Social Work Programme;
NISCC PiP Consolidation Award;
NISCC PiP Specialist Award &
Nominees for the Regional Social Work Awards.



[Read the Trust press release here](#)

[Read the Evaluation here](#)



Social Work Celebration Event

73
ATTENDED

95%
Positive impact on
wellbeing

98%
Positive impact on
feeling appreciated
and recognised



The real gift and recognition in attending today was the permission and opportunity to take a morning away, in a beautiful venue, with delicious food, and spend it with colleagues. Thank you

What a lovely morning it made me proud of the social work profession and was great to see so many recognised for their commitment to trust and service users alike

Lovely to receive recognition. Thanks for organising.

Really excellent recognition day, well organised and supported from the top! Staff really felt appreciated! Super venue, though still smell like a camp fire!

Really lovely and motivating event thank you to everyone who organised

Great event Thanks for creating this event in the middle of such a busy work life

Was lovely to be recognised for the hard work and achievement social workers do every day

Regional Quality Improvement in Social Work programme

A celebration event was held to mark the achievements of the 2024 cohort of the Regional Quality Improvement Programme for Social Work, Nursing and Midwifery.

The Department of Health's Chief Social Work Officer, Aine Morrison, opened the event acknowledging the dedication and commitment of all participants in delivering improvements in service user care across Northern Ireland. Those attending also had the privilege of hearing from Service User & Carer Representative Maria Somerville, who shared her personal insights on the importance and impact of quality improvement in Health and Social Care. Throughout the event, attendees engaged with poster presentations showcasing the successes of various quality improvement initiatives undertaken as part of the programme. The event concluded with an awards presentation, with a special recognition award for Social Work poster going to Kristy Williamson & Shauna Morrow.



Chief Social Worker Aine Morrison acknowledged the incredible work being undertaken and stated, “This is a great event and it’s really important to mark everything that Social Workers, Nurses and Midwives have done to improve services for patients and service users. I am very grateful for the effort, enthusiasm and the commitment that they show in improving the quality of care to help make a difference.”

Congratulations to the Trust social workers who successfully completed the course and led on projects improving practice.

Jillian Morris

Kristy Williamson

Shauna Morrow

Rebeca Martin

Zara Wilson

QI posters



2025 Annual Social Work and Social Care Research Conference

The Trust was well represented at the recent 2025 Annual Social Work and Social Care Research Conference at Riddell Hall on 5th March.

Rachel Duncan and Maria Flanagan, from the GP Multi-Disciplinary Team, presented their studies undertaken as part of the Ulster University Research Methods programme. Rachel's oral presentation in relation to the benefits of adventure therapy for adolescents was well received with various other organisations demonstrating an interest in how the work may inform their practice.

Having presented orally in relation to her study into Social Work and Mental Health practitioners perspectives on mental health services for children and young people and their families in primary care, Maria too created a lot of discussion across the varied services represented within the room.

Rachael Graham, also represented the Trust at the event presenting a poster in relation to her systematic narrative review undertaken as part of the Evidence Informed Professional and Organisation programme. The review 'Feelings of Failure: What are the experiences of Practice Teachers and Social Work Students involved in failing or struggling practice placements?' is already informing practice in the delivery of student placements.

Finally representing the Trust Jason Caldwell, Assistant Director for Safeguarding and Family Support, was joined by Professor Davy Hayes of Queen's University Belfast to share their collaborative study 'The Joys and Challenges of Family and Child Care Social Work in the Context of Organization Change'. As you can imagine this too led to much discussion across organisations.

Congratulations to Rachael Graham, Steph Craig, Maria Flanagan and Rachel Duncan on receiving their post qualifying awards as a result of successfully completing the Research Methods Programme at certificate, diploma or masters level.

Conference
Report



Regional Social Work Awards

Congratulations to everyone who was nominated and shortlisted for the Regional Social Work Awards. This year the Trust nominated 27 staff and teams across 8 awards.

Director of Social Work, Lyn Preece said, *“Everyone who has been nominated and who has won in their categories are winners. We appreciate every single Social Worker in the South Eastern Trust. The contribution our Social Workers make is just amazing and it wonderful to be in this position to say how proud I am of all the Social Workers in our Trust.”*

5 finalists were invited to an awards ceremony in Enniskillen in March and the Trust celebrated 2 winners:

Hayley Smith won the Sunshine Award category

Aim to Change team won the Nurturing Development Award



WATCH NOW

Click Watch Now to look at the fantastic videos of all the Trust finalists.



Read the Trust press release here

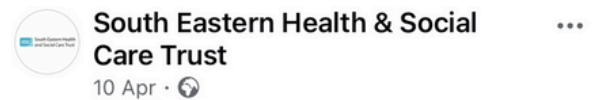


This year social workers joined together in the Great Hall, Downshire to celebrate the theme of Intergenerational Solidarity for Wellbeing.

The day started off with a scavenger hunt around the beautiful Victorian Gardens before focussing on the families of social workers within the Trust. We heard from couples, siblings, cousins and parents about the importance of family. Those relationships got put to the test in Mr/Mrs and Family Fortunes style quiz. Thank you to everyone who took part!

Our Director acknowledged and thanked every social worker,

“I am proud to be a Social Worker and to witness the incredible contribution our Social Workers make in the South Eastern Trust. Their dedication brings a sense of joy, fulfilment and achievement every single day.”



South Eastern Health & Social Care Trust

10 Apr · 🌐

On [#SiblingsDay](#), we're celebrating the Social Work Sisters 🙌

Shout out to Nicola O'Driscoll & Rachel Duncan, sisters & social workers who are [#MakingADifference](#) every single day 🌟

It's great to see you all keeping it in the family!

Thank you ❤️





World Social Work Day 2025

Thursday 20th March

77
ATTENDED

83%
Positive impact on
wellbeing

96%
Positive impact on
connection to SW

Relaxed
Valued Refreshing
Light hearted
Positive
Connected
Encouraged Worthwhile
Heard
Uplifted
Good Proud
Great Funny Entertained
Empowered Supported
Celebrated
Grateful Interesting
Happy

Thanks for the
opportunity to
feel appreciated

As a student social worker, I feel
this is an amazing event and
good way to meet other SW

Lovely way of celebrating the best
profession

It was a lovely opportunity to
connect with colleagues across the
trust and feel part of a bigger team

Interesting and relevant to my
role

Thank you for the recognition of our
hard work, the lovely food and the
fun. Well done

Really lovely
morning to
celebrate our
profession.
Feeling proud!

**Help the Trust become Eco Friendly.
Save Money and Reduce Waste!**

Bring Your Reusable Cups to any planned meetings and events with LIT



**Social Work
& Social Care
Learning &
Improvement Team**



Good news stories



South Eastern Health & Social Care Trust

3 May · 🌐

The Ulster Hospital Renal Unit has launched a pocket-sized powerhouse for patients! 🙌🏻👏🏻

Their credit card sized QR code resource gives instant access to resources & information all in one scan. It's smart, simple & puts vital renal support right at your fingertips! 📱



Hospital Social Worker, Alistair Mackenzie has worked with staff in the Renal Service to develop a digital QR code for Renal patients to be able to access information more easily.

Down Neurodivergent Cafe GP SW MDT



Menopause Seminar GP SW MDT

22 May · 🌐

Acting Head of Service for Children's Safeguarding, Philip Friel has retired after more than 20 years of dedicated service 🌟

Philip leaves behind a legacy of compassion, leadership and commitment to children's welfare ❤️

Wishing you a long, happy and healthy retirement 🍀

145

39 comments 1 share

Like

Comment

Share



South Eastern Health & Social Care Trust

11 Jun · 🌐

Staff from the Fostering Service were proud to support SE Area Domestic & Sexual Violence and Abuse Partnership Nowhere to Run to 5k Fun Run at Ward Park, Totton

It was a lovely event with a fantastic turnout in support of a great cause ❤️

Well done everyone!



South Eastern Health & Social Care Trust

31 May · 🌐

Grove Foster Carer Support Group's 'Bring Your Own Basket' event was a BLOOMING success 🌻🌻

The event offered foster carers a chance to chat, connect with others and gain helpful information about fostering 📖

What a fantastic evening! 🍷



Leading Social Work Stronger Together Programme 2025

Congratulations to the 7 participants who recently completed the PiP accredited Leading Social Work Course. This culminated in a presentation to an expert panel and Trust colleagues.

Anne-Marie Dooley
Ethna Scallon
Fiona Roddy
Jenny Williamson
Rachel Duncan
Tiffany Wilkinson
Tracey McVeigh

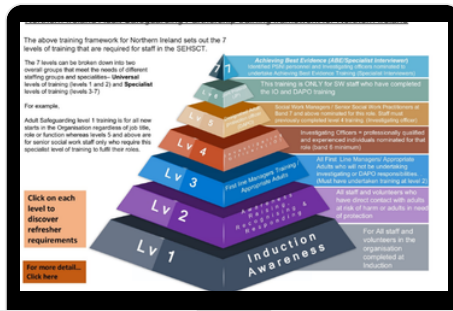
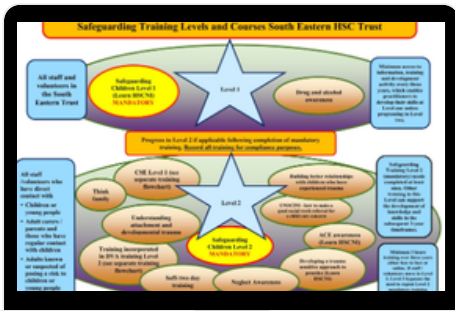


For anyone interested in completing Leading Social Work, please look out for course flyers over the summer.

LEADING SOCIAL WORK
*Stronger Together: developing a community
of professional leaders*



Social Work Trust Resources



How to safely engage and disengage with agency workers - a guide for hiring manager

This document provides guidance on how to safely engage and disengage with agency workers. It includes a section for 'Safeguarding Awareness Level 1 (All staff and volunteers)' and 'Safeguarding Awareness Level 2 (All staff and volunteers)'. The document is a complex flowchart with many interconnected boxes and arrows, representing the various training paths and requirements for different roles within the trust.

AWARD PORTFOLIO

This image shows a gold star award on a pedestal, set against a dark background with a starburst effect. The text 'AWARD PORTFOLIO' is prominently displayed in large, bold letters. The HSC South Eastern Health and Social Care Trust logo is visible in the top left corner.

Learning Opportunities for Senior Social Work Practitioners

This image features a white background with a blue header. The text 'Learning Opportunities for Senior Social Work Practitioners' is centered in a large, bold font. Below the title, there is a smaller section titled 'Supporting Your Development'. The HSC South Eastern Health and Social Care Trust logo is in the top right corner.

Social Work Career Progression Guide

This image shows a blue background with a white header. The text 'Social Work Career Progression Guide' is centered in a large, bold font. Below the title, there is a smaller section titled 'Supporting Your Development'. The HSC South Eastern Health and Social Care Trust logo is in the top right corner.

SUPERVISION POLICY

This image features a blue background with a white header. The text 'SUPERVISION POLICY' is centered in a large, bold font. Below the title, there is a smaller section titled 'Supporting Your Development'. The HSC South Eastern Health and Social Care Trust logo is in the top right corner.

Hot Tips Voices of Carers

This image shows a collection of colorful cards and brochures. The text 'Hot Tips Voices of Carers' is prominently displayed in a large, bold font. The HSC South Eastern Health and Social Care Trust logo is visible in the top left corner.

Research Strategy for Social Work June 2025

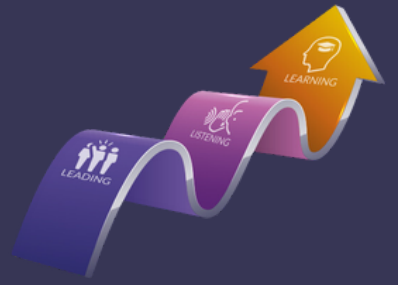
This image features a yellow background with a white header. The text 'Research Strategy for Social Work June 2025' is centered in a large, bold font. Below the title, there is a smaller section titled 'Supporting Your Development'. The HSC South Eastern Health and Social Care Trust logo is in the top right corner.

GUIDANCE TO LOGGING CREDITS ON THE CREDIT ACCUMULATION ROUTE

This image shows a video player interface. The text 'GUIDANCE TO LOGGING CREDITS ON THE CREDIT ACCUMULATION ROUTE' is prominently displayed in a large, bold font. Below the title, there is a smaller section titled 'Supporting Your Development'. The HSC South Eastern Health and Social Care Trust logo is in the top right corner.

Social Work Careers

This image features a colorful, circular graphic with various icons and text. The text 'Social Work Careers' is prominently displayed in a large, bold font. Below the title, there is a smaller section titled 'Supporting Your Development'. The HSC South Eastern Health and Social Care Trust logo is in the top right corner.



**Tell us how we could
improve the newsletter**

**Share your stories for the
next newsletter**

