Social Work

Assurance Newsletter

December 2024

Pride
in Practice

South Eastern Health
and Social Care Trust

Priorities for Social Work in
South Eastern HSC Trust
2021-2024

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

"As we come to the close of another year, I am delighted to introduce the new Social Work Assurance Newsletter. It's a moment to reflect on the remarkable achievements, progress and events that have shaped our journey together across Social Work Services. This newsletter serves as both a celebration of our collective efforts and a reminder of the essential statutory responsibilities that underpin everything we do.

Throughout the year, we have witnessed countless good news stories that highlight the resilience, dedication and creativity of our teams during challenging times. From successful interventions that have transformed lives to innovative programmes and community partnerships making a lasting impact and these moments demonstrate the heart of social work, making a difference when it matters most.

At the same time, we remain steadfast in our efforts to deliver on our statutory duties ensuring the safety, dignity and rights of those who rely on us. These responsibilities are the cornerstone of our work, providing assurance to the public and a foundation for trust within our communities.

This newsletter captures the spirit of our work: celebrating achievements, acknowledging challenges and the support for our people.

Thank you for your commitment and passion which continues to drive positive change every day. Together we are building stronger, more inclusive communities and this year has been a testament to that mission.

Enjoy reading about the milestones we've reached and the stories that inspire us all".

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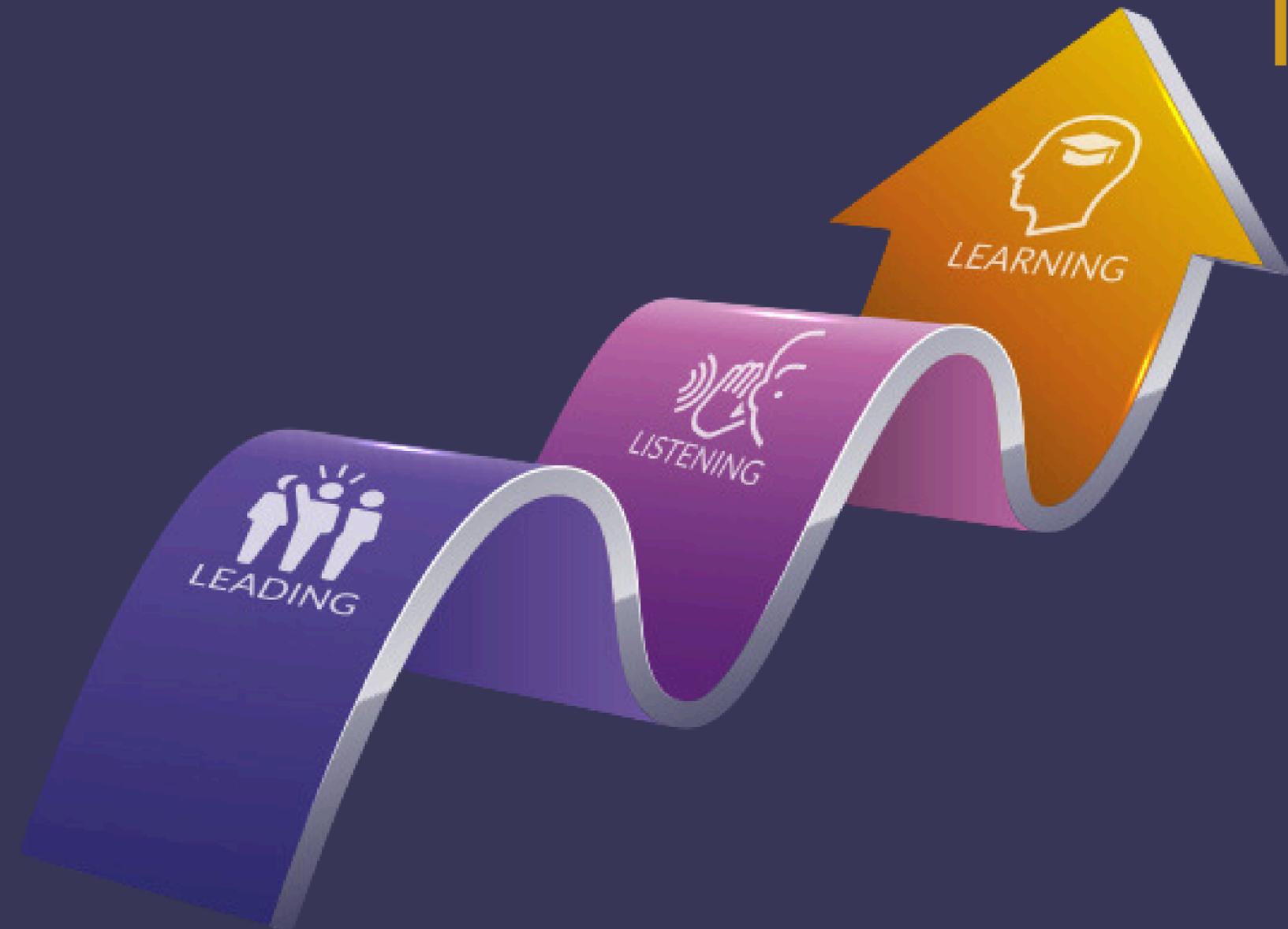
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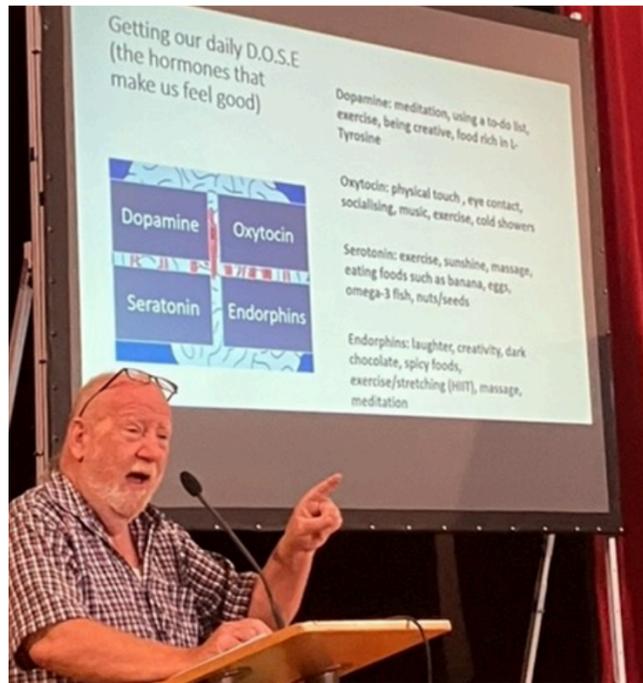- Stories across Social Media

Our Organisation

Make your voice heard

SCAN ME

tell us your experience of social work induction

AYE Welcome Event

The Learning and Improvement Team (LIT) were delighted to host the annual AYE Welcome event on 16th September. Lyn Preece (Director of Children's Services & Executive Director of Social Work) warmly welcomed 34 new social workers starting their Assessed Year in Employment (AYE) within the Trust. The aim of the event is to support these social workers new to the profession to feel an increased sense of belonging within the Trust while also sharing information in relation to supports available to them across the AYE in the aim of supporting their well-being and practice.
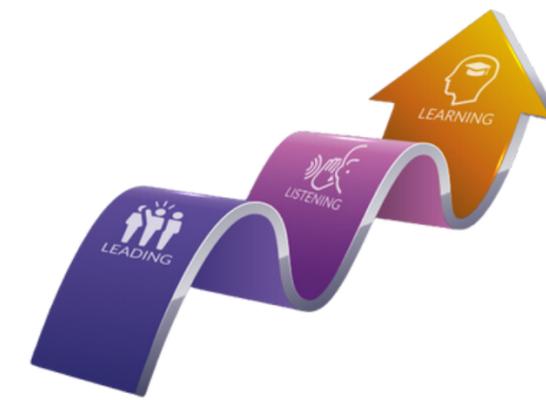

Lyn Preece (Director of Children's Services and Executive Director of Social Work) opening the event.

LIT staff alongside operational practitioners shared information around the AYE process and the supports available.

Messages of what those who use our services view as good practice were shared by the Trust Local Engagement Partnership member Debbie Johnston, while Ed Sipler from Health Development provided a well-being input.

Ed Sip[er (Health Development) encourages newly qualified social workers to prioritise their wellbeing

LIT were also keen to hear from the AYE's with a creative activity considering the question 'What Matters To Me As An AYE?' This has identified that our current AYE group places greatest value on protected and manageable caseloads, purposeful, supportive, regular supervision (where they are given adequate time in a safe space), timely guidance, access to Trust systems, support from their peers, multi disciplinary team colleagues and their managers alongside learning and training opportunities.

WHAT MATTERS TO ME AS AN AYE

SYSTEMS
SYSTEMS GUIDANCE
IT ACCESS

CASELOAD
PROTECTED
MANAGEABLE

SUPERVISION
PURPOSEFUL
SUPPORTIVE
REGULAR
SAFE SPACE
TIME

LEARNING & TRAINING

TEAM SUPPORT
PEERS
MDT
MANAGERS

SYSTEMS - 31%
CASELOAD - 50%
SUPERVISION - 78%
LEARNING & TRAINING - 53%
TEAM SUPPORT - 68%

Future Social Work Leaders Programme

In line with Our People Plan priorities of 'growing' and 'empowering' staff to develop and take on new roles, the Learning and Improvement Team recently launched a pilot programme called 'Future Social Work Leaders'.

The programme was developed in response to what existing team leaders told us would be helpful to know before they took up post, and is aimed at social work staff who would like to progress to the team leader role in the future.

The programme consists of four full day sessions (one per month); and is delivered in conjunction with OWD colleagues. The programme includes input on: Trust culture and priorities, leadership, governance and accountability, supervision, Quality Improvement, Practical Managers, and more!

There are opportunities to learn from experienced team leaders and engage in mentoring to nurture development.

Sixteen participants from across the Programmes of Care, started the programme in October. Early feedback has been positive, with participants reflecting on how they will use the knowledge going forward.

'I will utilise the resources based within the Trust that I previously had no knowledge of'

'It will assist me in navigating a new role and level of responsibility…'

'Really enjoyed and will be taking lots away'

'I am more self-aware of my leadership style and how I engage with other staff members'

'Implementing it in work with colleagues and sharing new knowledge with TLs and using their support to put this Into practice'

We had significant interest in the programme and hope to run it in 2025.

If you would like more information please contact Rachael.graham@setrust.hscni.net

Strengthening Social Work Leadership at All Levels

"Leadership is the responsibility of all"
(HSC Collective Leadership Strategy, 2017)

The Learning & Improvement Team have worked collaboratively with SCIE, the Department of Health and the HSC Leadership Centre to develop and regionally launch the first 2 modules of the new social work leadership development e-learning programme Strengthening Social Work Leadership at All Levels – Leading Self and Leading Practice.

With the Department of Health's Social Work Leadership Framework describing the distinctive leadership role social workers play and the HSC Collective Leadership Strategy outlining leadership as the responsibility of all, these modules aim to support social workers at any stage of their career to develop their social work leadership knowledge, skills and confidence.

The e-learning modules are available to all social workers on LearnHSCNI.
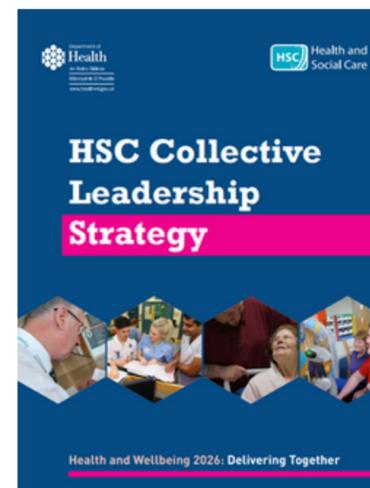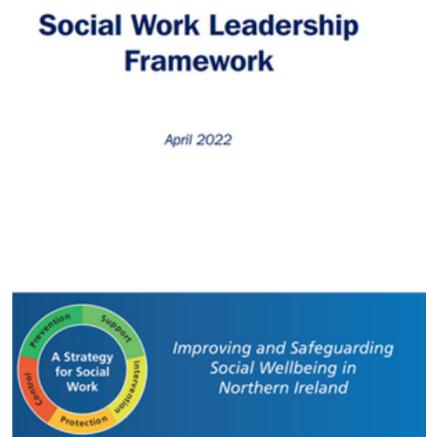
Module 1: Leading Self

Module 2: Leading Practice
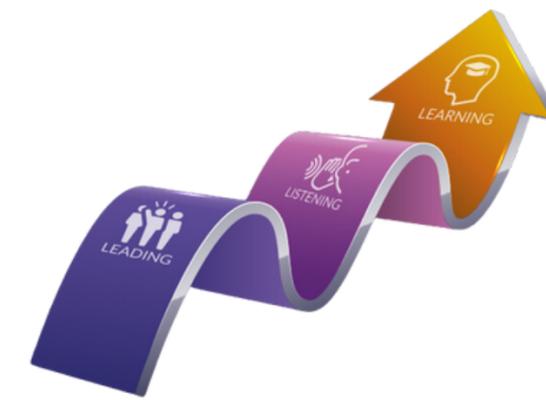
Attraction

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

Reporting Period: September - November 2024

How much did we do?

7

schools & colleges visited in the Trust area

104

Pupils/students reached through careers talks in schools & colleges (Years 10 & up)

2

School careers fairs attended to promote social work & the Trust

95

school pupils reached through careers fairs

Partnered with NISCC to support promotion of social work at the School Summit NI, with over **1000** pupils attending

How well did we do it?

New & Ongoing External partnerships
with schools, colleges and regional colleagues

Ongoing Internal partnerships
with Social Work Ambassadors, who support promotion of social work as a career choice

Increase
in number of pupils/students reached compared to same period last year

Is anyone better off?

"Very informative all round. Some students will be making their KS4 choices this year and it also gave focus to the KS4 students who are looking at post-16 options"

"Good insight into the role"

"Thank you for taking the time to come into school today to talk to pupils. I really appreciated it, and the pupils found the session really informative and interesting"

"The students were glad to hear about the range of opportunities within the job first-hand from staff working in the field"

"Appropriate to both Key Stage 4 and Key Stage 5 pupils at different stages in their personal career planning journey…"

Social Work Recruitment

Newly Qualified SW Recruitment 2024

Appointed: 36

checks In progress : 2

Withdrew: 3

100%
of student social workers choosing the Trust were offered posts

21
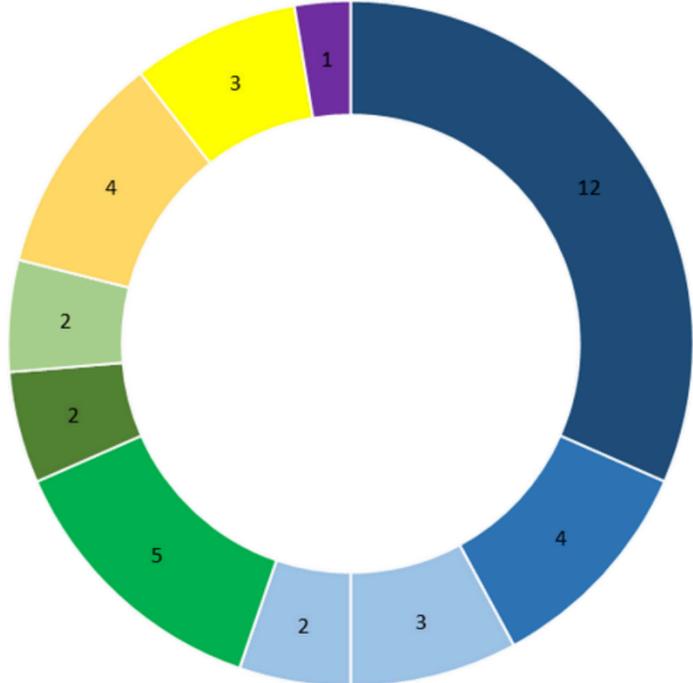NQSW joined Children's Services

17
joined Adult & Older People's Services

NQSW Roles

- Safeguarding
- Residential & LCAC
- Children with Disabilities
- Fostering & Adoption
- Community OP Teams
- Hospital SW
- Care Home Support
- Mental Health
- Learning Disability
- Awaiting Allocation

Social Work (Band 6) Recruitment

Regional recruitment continues for social work staff, with Trust staff supporting with interviewing for the most recent regional ad. Matching to post from this round of recruitment will begin in December.

Social work and Social Care Bank

Plans are in place to support improvement within the social work and social care bank office. This is to ensure that staff on the bank list are current and available (at times specified by the staff member) and their skills are highlighted for them to be utilised appropriately through requests from managers. Recruitment to the bank office will be more regular in 2025 to support this valuable resource.

The Trust are commitment to reducing agency usage across all professions and not just for cost reason. We want to grow our organisation with our own people. As a profession, we have successfully ceased the use of Agency within social work with plans now in place to reduce Agency use within social care. A new regional Framework for on contract agency use in pending implementation in order to continue to support the workforce with temporary social care staff as deemed necessary. Guidance and communication will follow in relation to this framework and current and future use will continue to be monitored by local and regional agency reduction groups.

New Appraisal Recording Process

From October 2024 Appraisal Conversations will now be recorded on LearnHSCNI.

Staff and managers will be able to either book their appraisal conversation in advance or submit a record of a completed appraisal.

Certificates of compliance will be issued automatically and notification of expiry will be sent out after 11 months to remind people to complete their appraisal every year.

Click HERE for more information.

Mandatory Training

ALL STAFF are required to complete and regularly update a range of mandatory training to comply with legal, professional and corporate obligations.

The table below outlines the core Corporate Mandatory Training requirements for all staff employed by the Trust. Additional professional and other role specific training may also be appropriate.

Search for the course name on LearnHSCNI.

Training	Frequency	Course Name
General Fire Safety	6 months – 3 years (Depending on nature of role)	General Fire Safety Awareness Training (SET-EST)
Equality & Human Rights	3 yearly	Equality, Good Relations and Human Rights: Making a Difference
Manual Handling	2 yearly	Manual Handling Awareness
Information Governance	3 yearly	Information Governance Awareness
Health & Safety	One & done	Health & Safety Awareness (SET-HAS)
Adult Safeguarding Level 1	One & done	Safeguarding Adults Level 1 (SET-LIT)
Safeguarding Children Level 1	3 yearly	Safeguarding Children Level 1 (SET-LIT)
Cyber-Security	3 yearly	Cyber Security Awareness
Complaints & Improving Service User Experience	One & done	Complaints and Improving Service User Experience (SET-COM)

Safeguarding Children's Mandatory Training

All staff and volunteers within the Trust need to ensure they have completed Children's Safeguarding Level 1 Training regardless of their role. This is not only a legal, but professional and corporate obligation.

If the higher levels of training are not applicable to you, you need to complete this training every three years as mandatory. If you need to complete this as a new staff member or by way of refresher, please do so ASAP to ensure your compliance is recorded accurately.

Level 2 Children's Safeguarding training is mandatory to all staff and volunteers who have direct contact with; *children, *young people, *adults who may be parents or carers to children and *those who hae regular contact with children or *adults known or suspected to pose a risk to children. This will need completed every three years.

For Social Work and Social Care staff, please visit the following link which highlights further training to develop your skills in safeguarding children. Please note that the mandatory training will need completed at least once. Other training or higher levels of training will supersede the need to refresh the specific Mandatory training at levels 1 and 2 unless there is an identified need to do so.

Click here for more information on Children's Safeguarding training

Safeguarding Adults: Mandatory Training

All staff and volunteers within the Trust need to ensure they have completed Adult Safeguarding Level 1 Training once regardless of their role. This is not only a legal, but professional and corporate obligation.

If the higher levels of safeguarding training are not applicable to you (levels explained on the below link), we recommend you complete this training ASAP to ensure your compliance is recorded accurately. There is no need to refresh this training but please do so if you feel you require this.

All staff who have direct contact with adults at risk of harm or adults in need of protection need to complete Adult Safeguarding level 2 training and refresh this every 3 years. (Every 2 years for staff working in domiciliary or day care settings – standard set by RQIA).

Higher levels of training are specific to certain specialities and supersede the need to refresh lower level training.

Click here for more information on Adult Safeguarding training levels

Click here for more information on Basics of Adult Safeguarding video (this does NOT replace training)

Recognition & Appreciation Toolkit

START COURSE

Become A Reward & Recognition Champion!

If you are interested in promoting the recognition and reward initiatives within SEHSCT then you may be interested in becoming one of our Reward & Recognition Champions!

As a Champion, you will form a steering group that will be dedicated to maintaining momentum and continuous improvement in our recognition efforts.

Who can apply?

Anyone can apply to be a Champion! The application is open to people from all departments and levels of SEHSCT to ensure the steering group consists of a wide range of representatives across the organisation.

Role of Champions:
- Regularly assess the effectiveness of current initiatives
- Give feedback and recommend new strategies to keep our efforts relevant and impactful

If this sounds interesting to you please submit your application to become a Champion by scanning the QR code!

SCAN ME

The Coach Approach within SEHSCT
Contact Anita Craig (OWD) for more Information!

COACH APPOACH PLAN

By championing our three **Coaching** areas of;

'Excellence'
'Offers & Choices'
'Teams'

this Plan sets out our emerging journey for embedding, sustaining and improving

A Coach Approach

culture throughout the Trust.

HSC Values

Working together Excellence Openness & Honesty Compassion

100% agreed that the Coach was professional, compassionate & credible.

Our Assurance

Professional Governance

LEADING

LISTENING

LEARNING
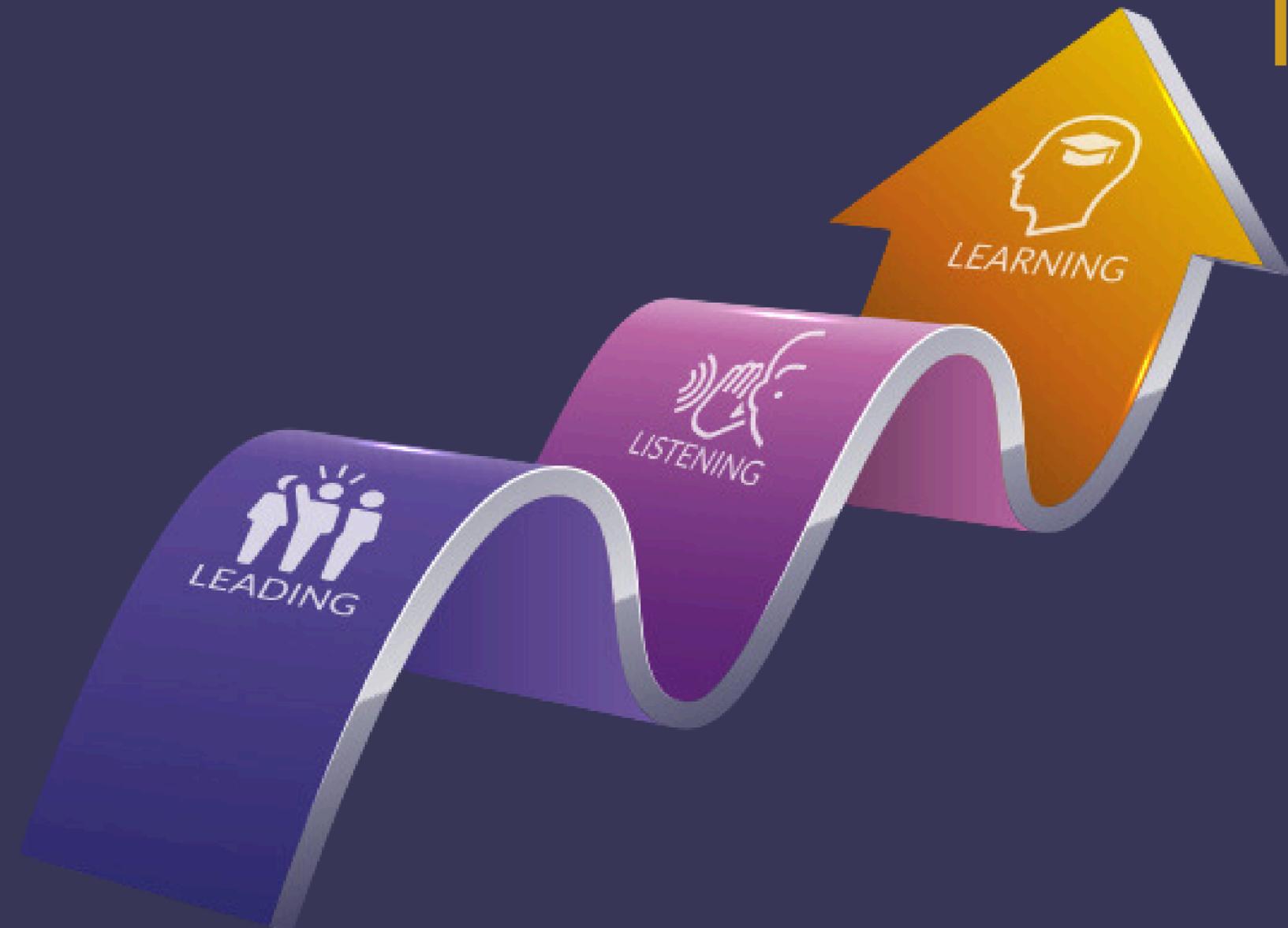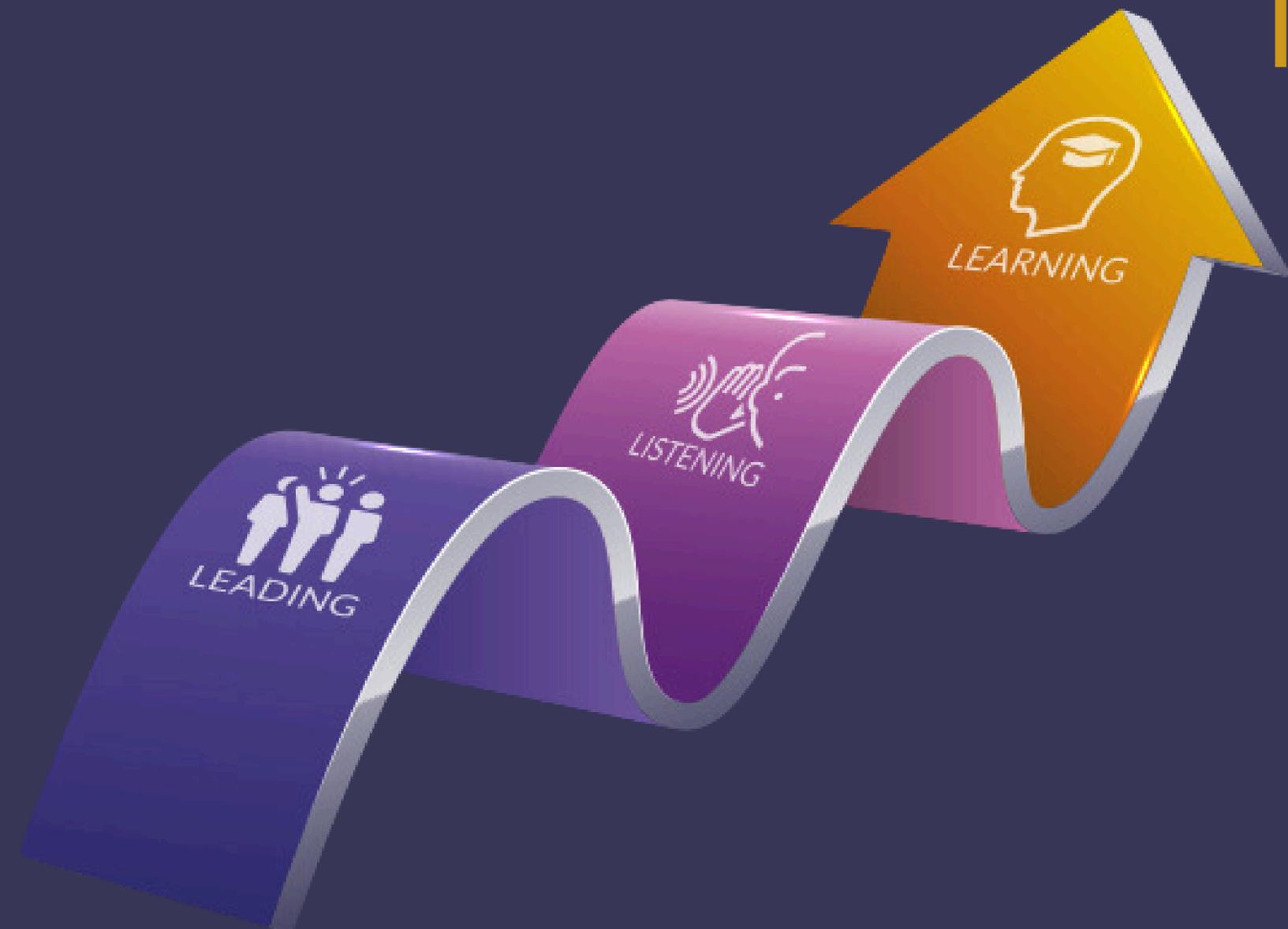
Regional Social Work Supervision Policy

Over the last number of months the LIT have been supporting the implementation of the Social Work Supervision Policy, with the expectation that changes to social work supervision will be operational from September 2024.

Communication: *All social workers are aware of the Policy and what it means for them*

Training: *All social workers have been offered the right training to make use of the new supervision arrangements*

Resources: *All social workers have access to the appropriate documents to support supervision sessions*

604

Social Workers attended mandatory supervision training

13

Service Supervision Plans developed across all areas of social work

120

views of the online supervision resources

Quality of Supervision Survey

- 334 respondents (43% of SW)

- Average experience of supervision is 4.1 (good)

- Guidance, time and support were most frequent quality indicators

- On average staff identified 5 ways + they had been supported in the last year

Click HERE to access the online supervision resource

Key messages:

- Training is still available through LearnHSCNI
- Make sure you are using the new supervision recording templates

Quality of Supervision
(334 respondents)

Rate your present experience of supervision

v.poor 4
poor 3
neutral 59
good 159
v.good 112

- v.poor
- poor
- neutral
- good
- v.good

What makes supervision good quality?

Category	Value
Case guidance	89
Protected time	67
Supportive	59
Values and behaviours of...	56
Regular, consistent,...	48
Reflection	47
Openness	31
Professional development	26
Listening	22
Safe space	20
Feedback	8

Ways staff reported receiving support in the last year

- Individual (formal)
- Open door
- Individual (informal)
- Team
- Senior manager
- Peer support
- Group supervision
- Reflective practice sessions
- Support from Senior Practitioner
- Debrief
- Professional consultation
- Coaching/mentoring

Workforce Regulation:
NI Social Care Council

Professional governance ensures that social care and social work staff maintain their registration with the NI Social Care Council

NISCC Queries Q2

26

2

2

3

FTP   Registration   Endorsement   HR
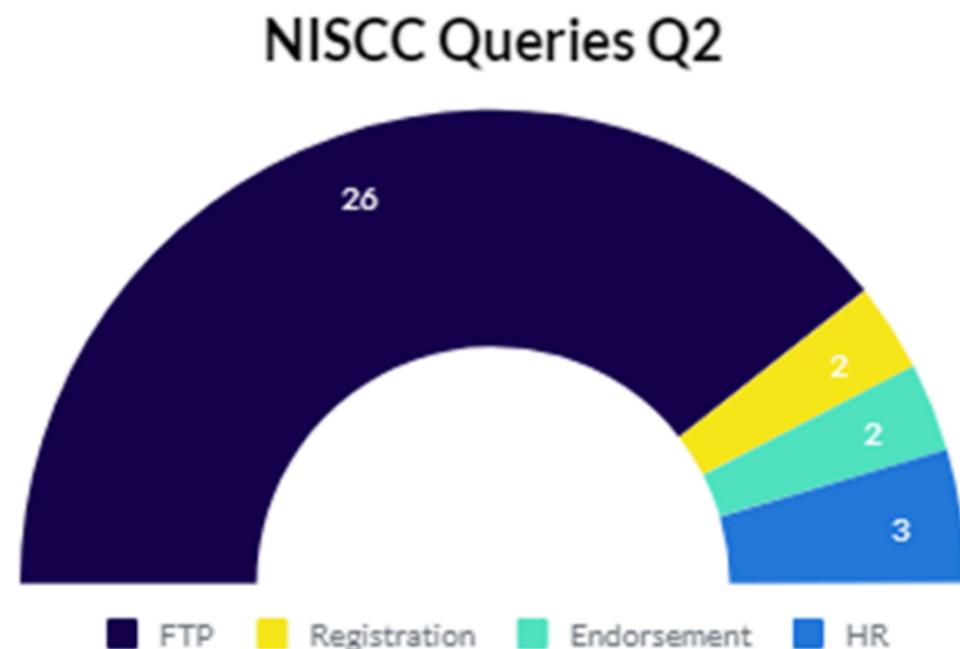
Monthly Checks:

Employer Alert

Removals (overdue fees)

Removals (overdue renewals)

Organisational Applications

South Eastern Health and Social Care Trust

Fitness to Practice

Northern Ireland
Social
Care
Council

Professional governance provide advice and support to managers and liaise with FTP Officers to ensure appropriate information is shared so that investigations can be completed in a timely manner.

Queries
Q2 2024

There are currently 18 FTP cases open in relation to 17 staff/ previous employees.
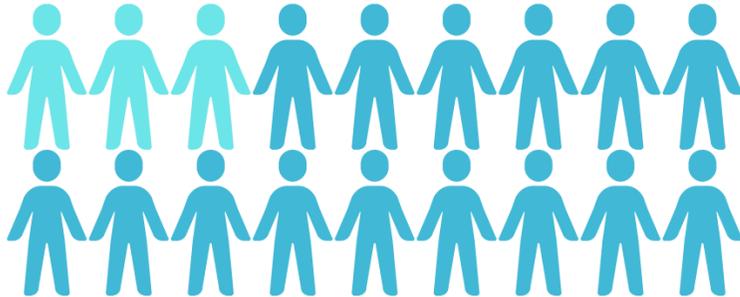
Staff impacted:
3 social workers
15 social care workers

8 queries from FTP Officers
14 queries from SET Managers

Fitness to Practice referrals should now be submitted to the Social Care Council through the new Raising Concerns Portal.

Remember to notify jenny.williamson@setrust.hscni.net of any referrals made to FTP or if you have any queries.
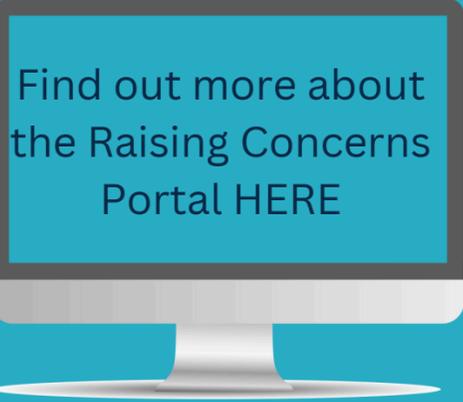
Find out more about the Raising Concerns Portal HERE

HSC South Eastern Health and Social Care Trust

From the 12th December NISCC are changing how registrants will be re-registered if they are removed due to missed payments or failure to renew.

Registrants will have to pay an additional fee and social workers will automatically referred to Fitness to Practice. This will increase the time registrants remain off the register.

Remember staff can not undertaken any statutory roles when deregistered and therefore may not be able to work.

To make sure you receive any reminders from NISCC:

- sign into your portal account

- ensure your email address is up to date

- set an alert for your annual fee date.

Northern Ireland Social Care Council

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 Mangers Renew every 3 years

Social Care Workers Renew every 5 years

Keep a record of your learning and development

Children's Services
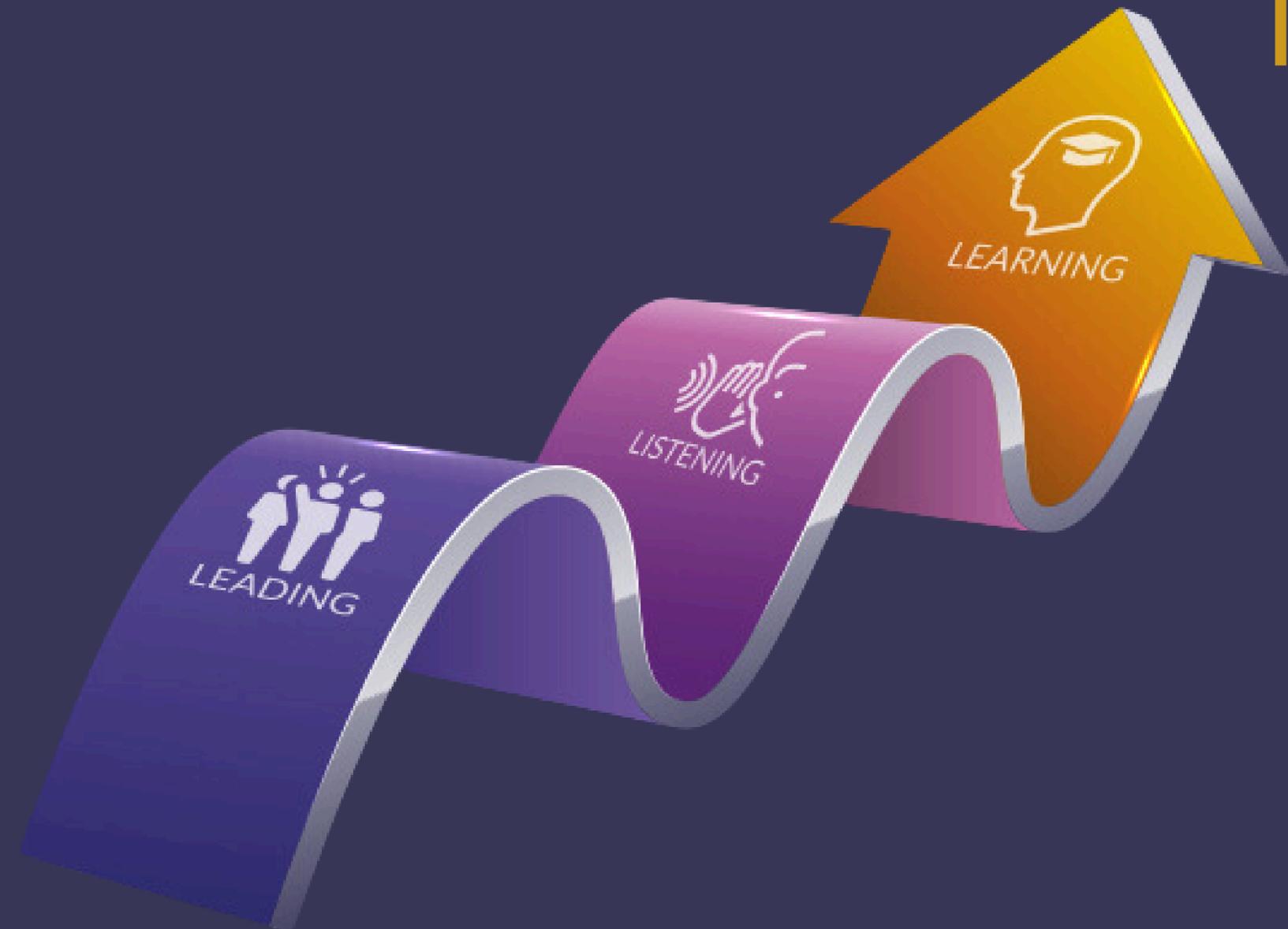
Children's Services Governance, Assurance & Improvement Team (GAIT)
November 2024

The GAIT Team have been progressing over the last year from working as individual governance leads within service areas to taking a collaborative approach across Children's Services. There has been an increase in the number of governance leads and an increase in the service areas now supported by the team. The GAIT team members;

Jane Hindes Head of Service for Governance & Assurance in Children's Services	**Chris Millar** Governance Lead for Lakewood Regional Secure Care Centre	**Jessica Anderson** Governance Lead for Safeguarding	**Michelle McKenna** Governance Lead for Residential Care	**Tony Harrison** Governance Lead for Children with Disability Residential Care

Governance Leads are responsible for leading on governance, assurance and improvement projects within their service areas as well as working collaboratively to focus on the governance priorities across Children's Services.

The GAIT team are also responsible for leading on and supporting staff / teams with service evaluations, audits and Quality Improvement projects across Children's Services to promote safe and effective practice.

This work is aimed at promoting safe and effective services for staff and service users.
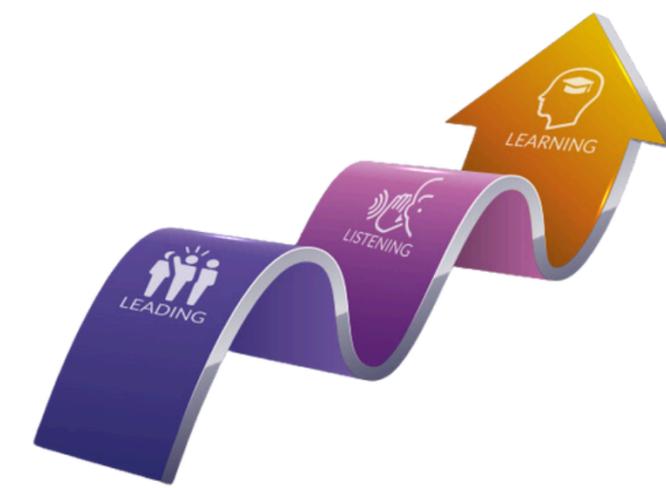
Update on Children's Services Governance Priorities:

The current governance priorities for Children's Services have been influenced by the Trust Risk Advisory Department to promote consistency across the Trust and are; SAIs, Datix incidents and Complaints. These areas are a focus across all of the Directorates in the Trust.

Over the past year there has been a focus on reducing the time taken to complete a SAI report, reduce reoccurring themes within SAIs, reducing time taken to approve Datix incidents and reduce time taken to respond to complaints.

There has been great progress across all these areas and using tools such as audits or thematic analysis has supported GAIT to understand trends and learning from incidents and complaints.

This information supports with ensuring improvements to practice or systems are evidence based.

Numbers of SAIs in Children's Service Oct 23 - September 24

Number of Datix incidents in Children's Services awaiting initial review October 2023 - September 2024:

Numbers of active complaints in Children's Service Oct 23 - September 24
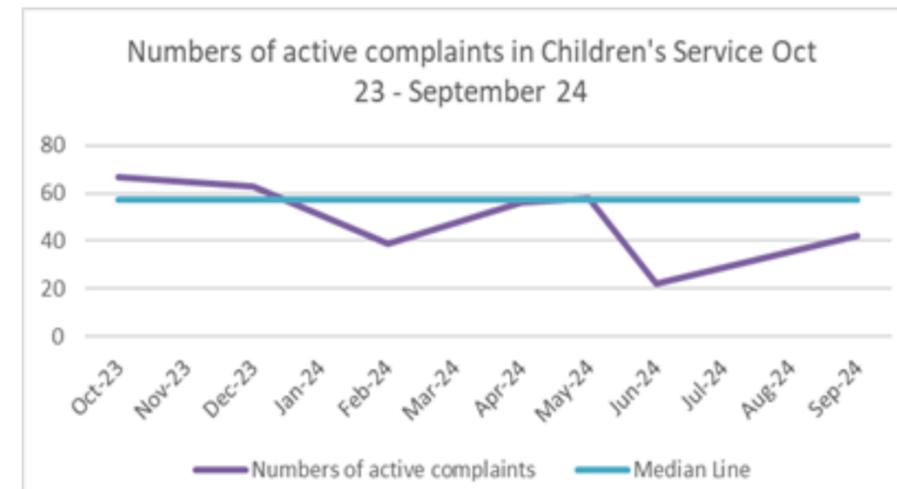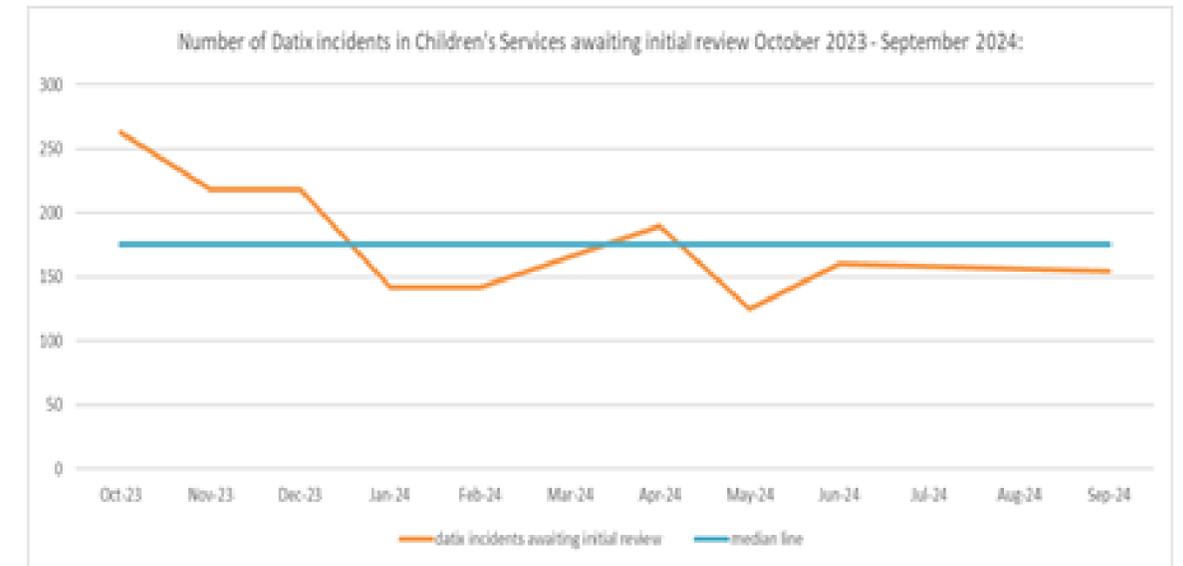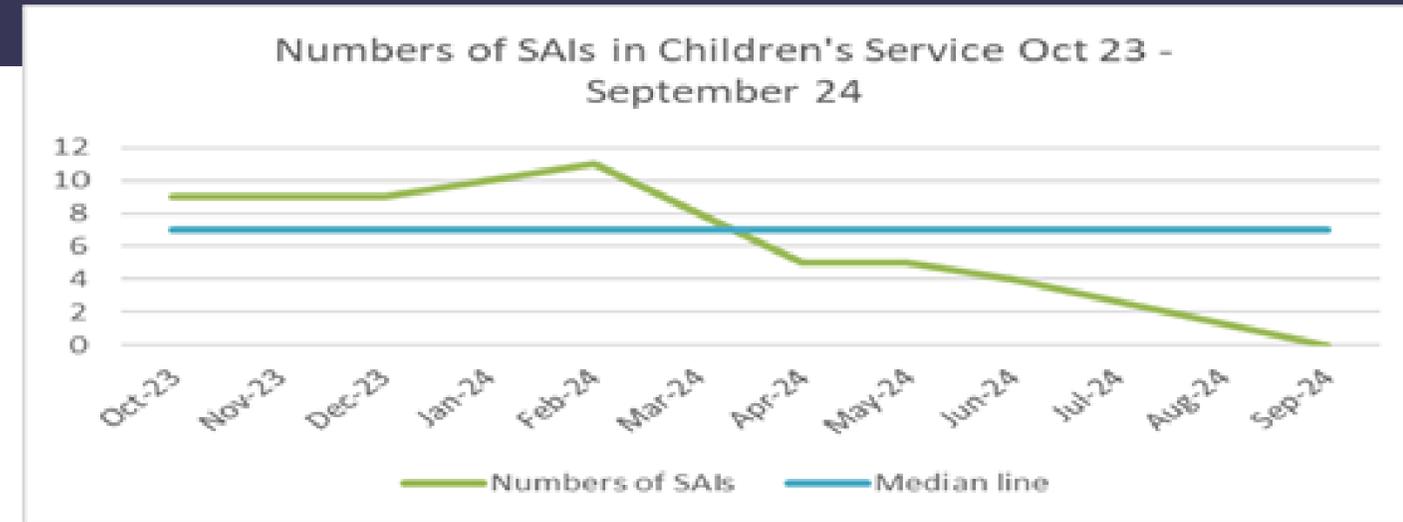
SAI's reduced by 82% (9)

Complaints reduced by 34% (23)

Time taken to complete SAI report reduced by 80% (51 weeks)

DATIX incidents reduced by 41% (109)
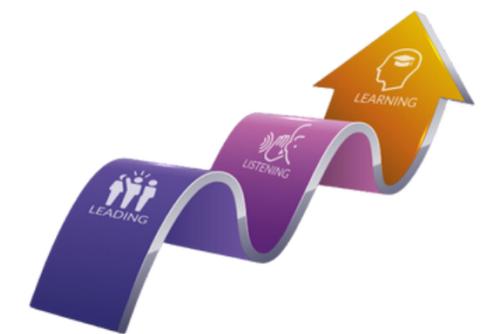
Update on Children's Services Improvement Projects and Service Evaluations:

There are a number of Improvement Projects and Service Evaluations ongoing across Children's Services.

Edge of Care Project – this is being led by Joanne Garrett and Franz Kavanagh and has achieved great outcomes in regards reducing the number of young people placed in residential care and an increase in the support being offered to families at a crisis point. The Score Card below outlines the outcomes of the project so far.

Score Cards are being produced across services to evidence the improvements being achieved. Below are the most recent Score Cards for Residential and Secure Care.

Please get in touch with jane.hindes@setrust.hscni.net or your governance lead if you would like support to set up a Quality Improvement, Service Evaluation or develop a score card within your service area.
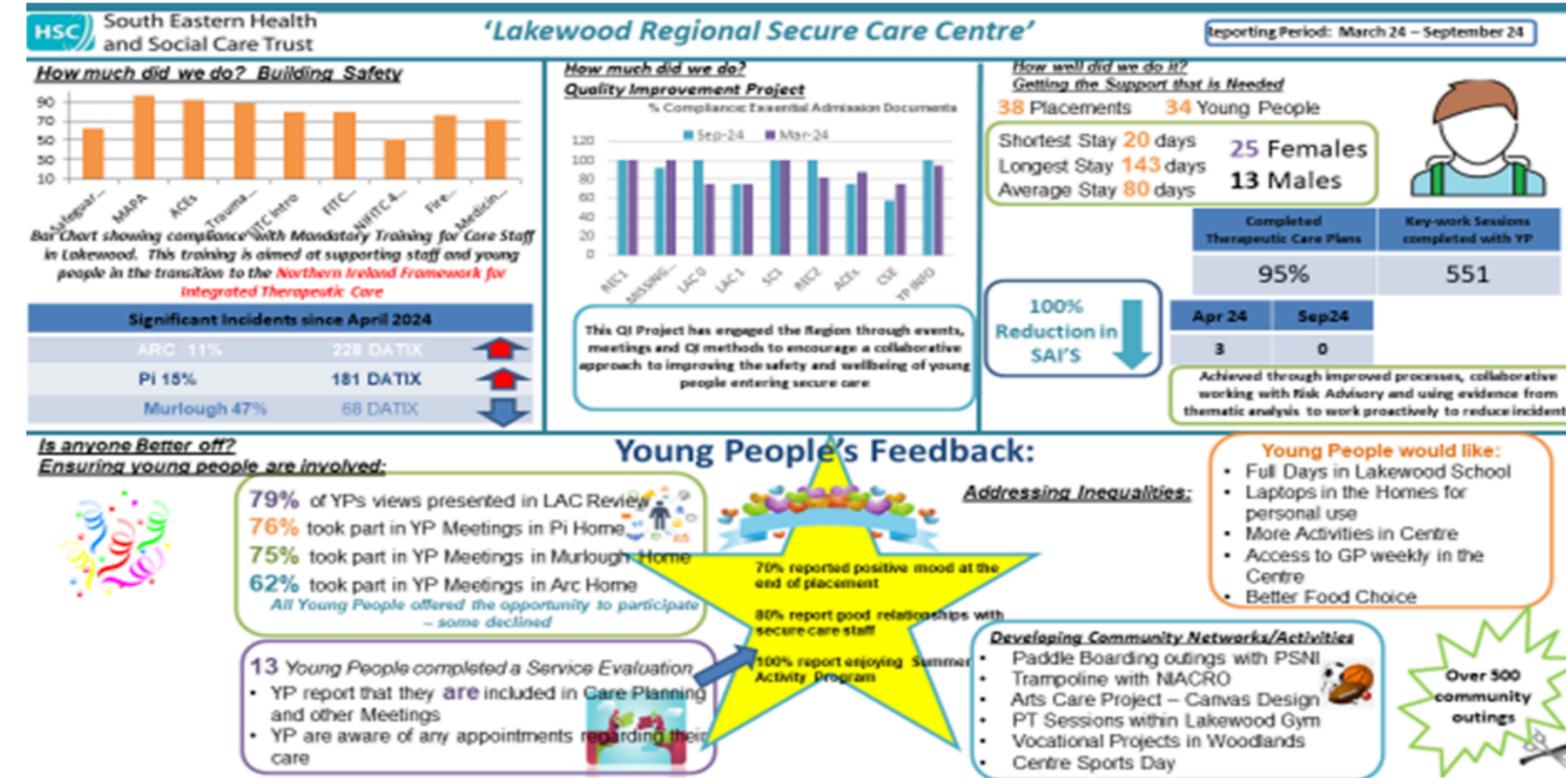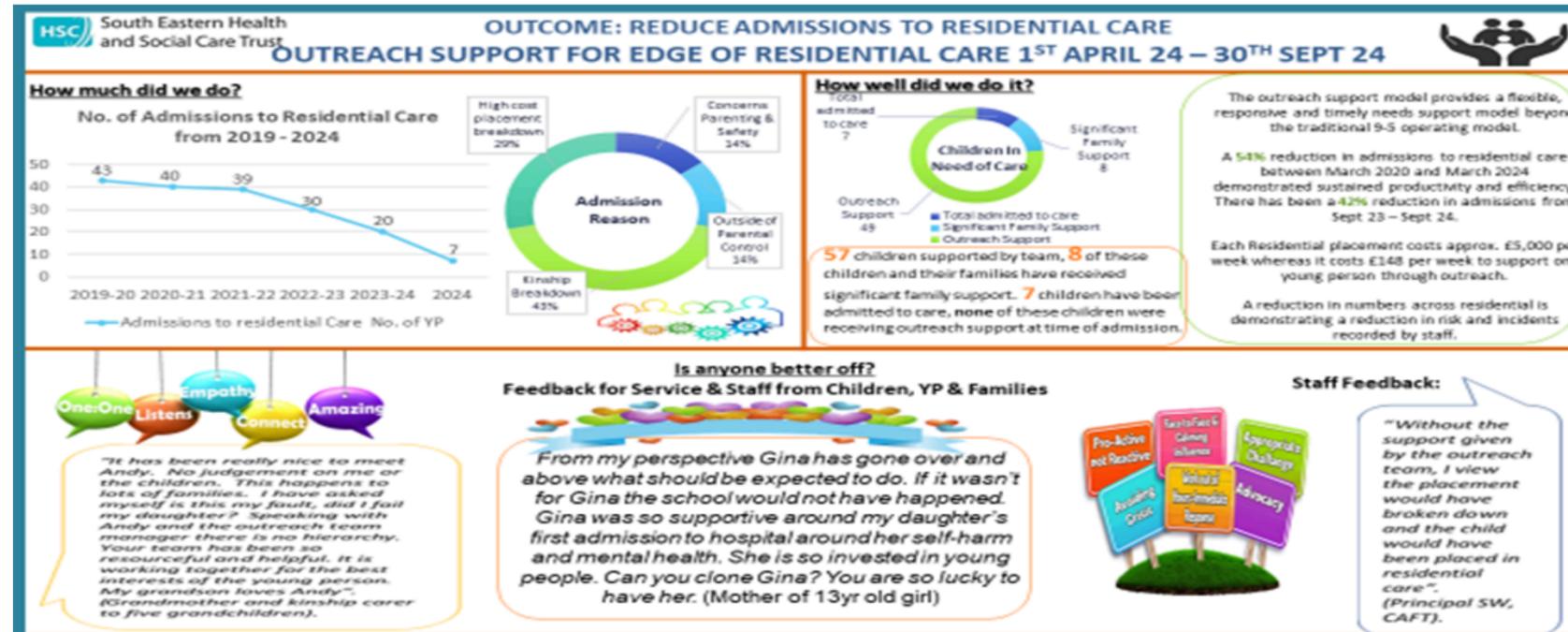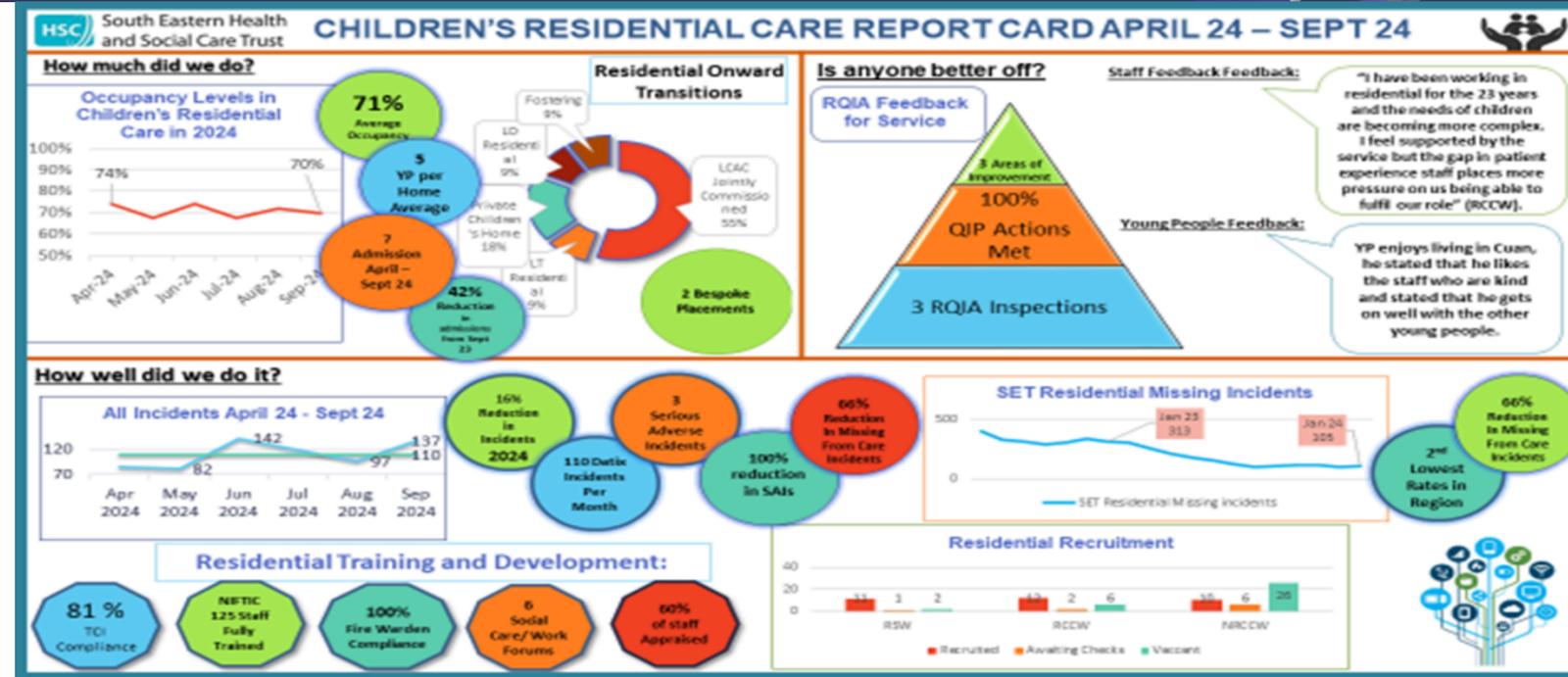
There have been ongoing audits and thematic analysis reports completed which have identified learning and areas for improvement across children's services. The purpose of this is to use evidence to support services to take pre-emptive action to increase safety and reduce reoccurring themes in incidents, SAIs and complaints

Below is a Children's Services Learning Line generated from the outcomes of a thematic analysis of Datix incidents from Quarter 1 (July 2024 – September 2024)

The GAIT team will be visiting teams meeting and staff forums in order to discuss the role of service and understand how we can best support teams

Now that there has been improvement with the governance priorities; Datix incidents, SAIs and Complaints; the focus will now move on to improving the following areas;
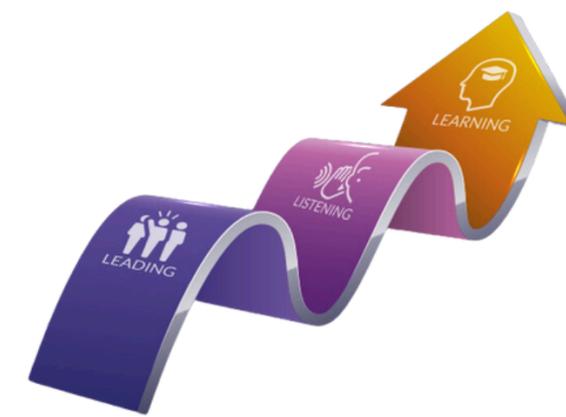
Audit Schedule

Local Induction

Mandatory Training

If you would like support with a governance or improvement project then please make contact with jane.hindes@setrust.hscni.net or the governance lead for your service.

Children's Services Engagement Event

A huge thank you to all the staff who attended our Children's Services Engagement event 🌟

It was a great opportunity to celebrate the work our staff do to help children & young people and discuss developing future services 🙌
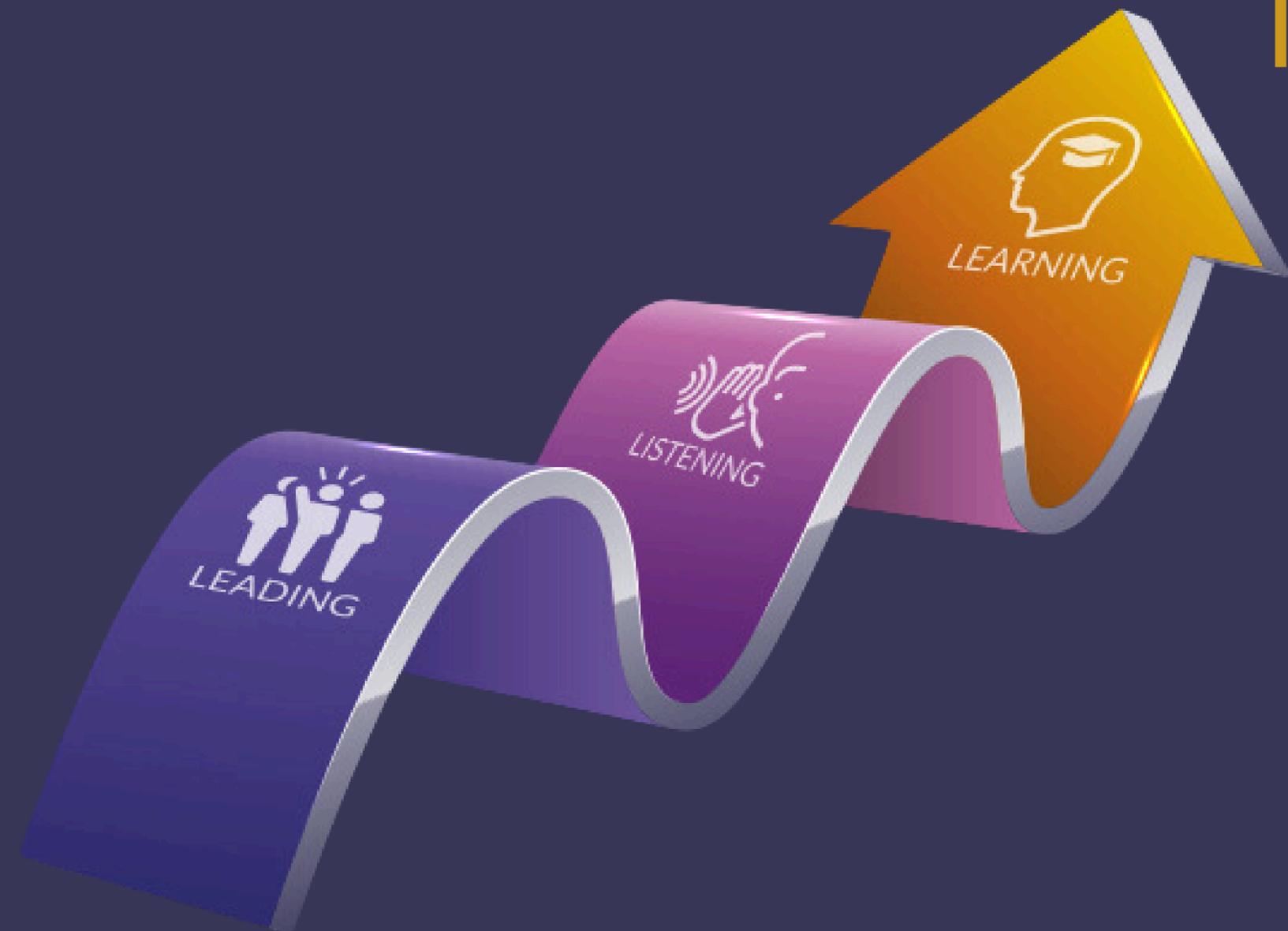
Together we are #MakingADifference #HSC 💙

Staff Engagement
'Leading Excellence'
Report

Staff Engagement
'Leading Excellence'
Slides

Learning Disability

Adult Learning Disability Governance Update

Governance Priority: Staffing

The Adult Learning Disability Service has faced significant challenges in relation to staff recruitment and retention for the community social work teams. Over the past year, 3 of the 4 team leader roles have now been permanently filled and our vacant band 6 posts have reduced from 9.48 WTE to 3.8 WTE.

3 new Band 7 Senior Practitioner roles have been created and filled to enable a reconfiguration of roles and responsibilities to support the retention of staff across Band 7 roles. This will now enable a structured focus on governance arrangements, including mandatory training such as Adult and Children Safeguarding.

What's happening next?
Governance priorities going forward include?

Completion of Annual Reviews

Initial review of DATIX incidents

Mandatory Training

Completion of Carer's Assessments

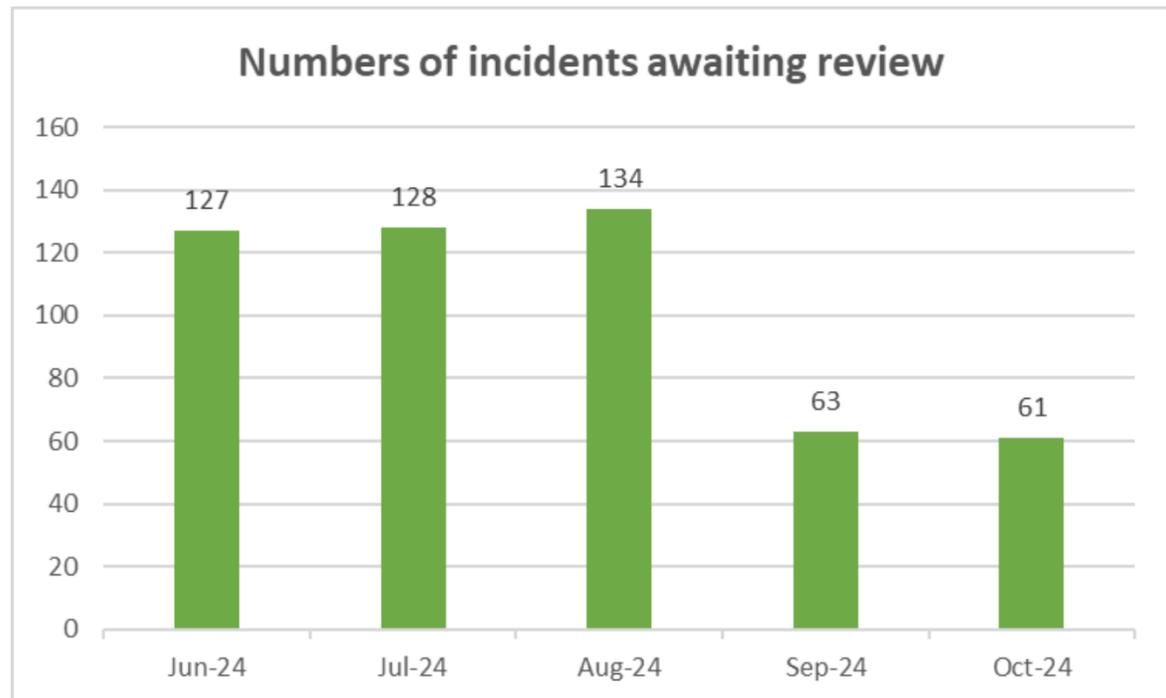Reduction in timescale for final approval of DATIX incidents

Adult Learning Disability Improvement Projects

Annual Review Project

Now that staffing has stabilised, a focus for our Community Learning Disability Teams has been to increase compliance with annual statutory reviews for all service users. This project has supported the introduction of new processes and procedures to enable regular tracking and reporting. This is already producing positive outcomes with a 12% increase in the number of reviews completed since September 2024.

Numbers of incidents awaiting review

Month	Value
Jun-24	127
Jul-24	128
Aug-24	134
Sep-24	63
Oct-24	61

DATIX incident Timescale Compliance Project

A focused review of Datix incidents was completed in August 2024. This highlighted that over the previous three months there had been a steady increase in the number of incidents which had not had an initial review completed within the agreed timescale.

During the months of September and October there was a particular focus on this issue which enabled greater compliance with the required timescales.

The next stage of this work will focus on reducing the time taken to complete the final approval.

South Eastern Health & Social Care Trust
9 Sept · 🌐

🌴🎉 Ards Training & Resource Centre celebrated the opening of its new sensory garden with a Hawaiian-themed party! 🌺✨

What was once a cement waste ground is now a vibrant oasis for all to enjoy 🌿

What a glorious day in the sun ☀️

This is an absolute transformation from what it was before.

Adults with learning disabilities, who attend the Ards Training and Resource Centre are loving its new beauty room.

Designed and decorated by staff members Sarah Lee Jones and Sarah Watts, this unique and relaxing facility is set to become a hub for building confidence, promoting self-care and enhancing the wellbeing of its service users.

Social worker Sarah Watts explained "Sarah and I came up with the idea of opening a beauty room, It has been turned into something absolutely beautiful that our trainees just love using. It is a really magical space where everyone enjoys getting glammed up and relaxing!

This initiative is the latest innovation at Ards Training and Resource Centre. The incredible beauty room is safe and welcoming space at the Centre, where trainees can take a moment out of their day for some time out. With their wide range of pampering treatments there is something for everyone.

Social worker Sarah Lee Jones added "Sarah and I really wanted to do something really special for our trainees. We thought a beauty room would be a really good addition to all the services we provide here. It's definitely not just for the girls, but for the boys as well"

Mental Health

LEADING

LISTENING

LEARNING
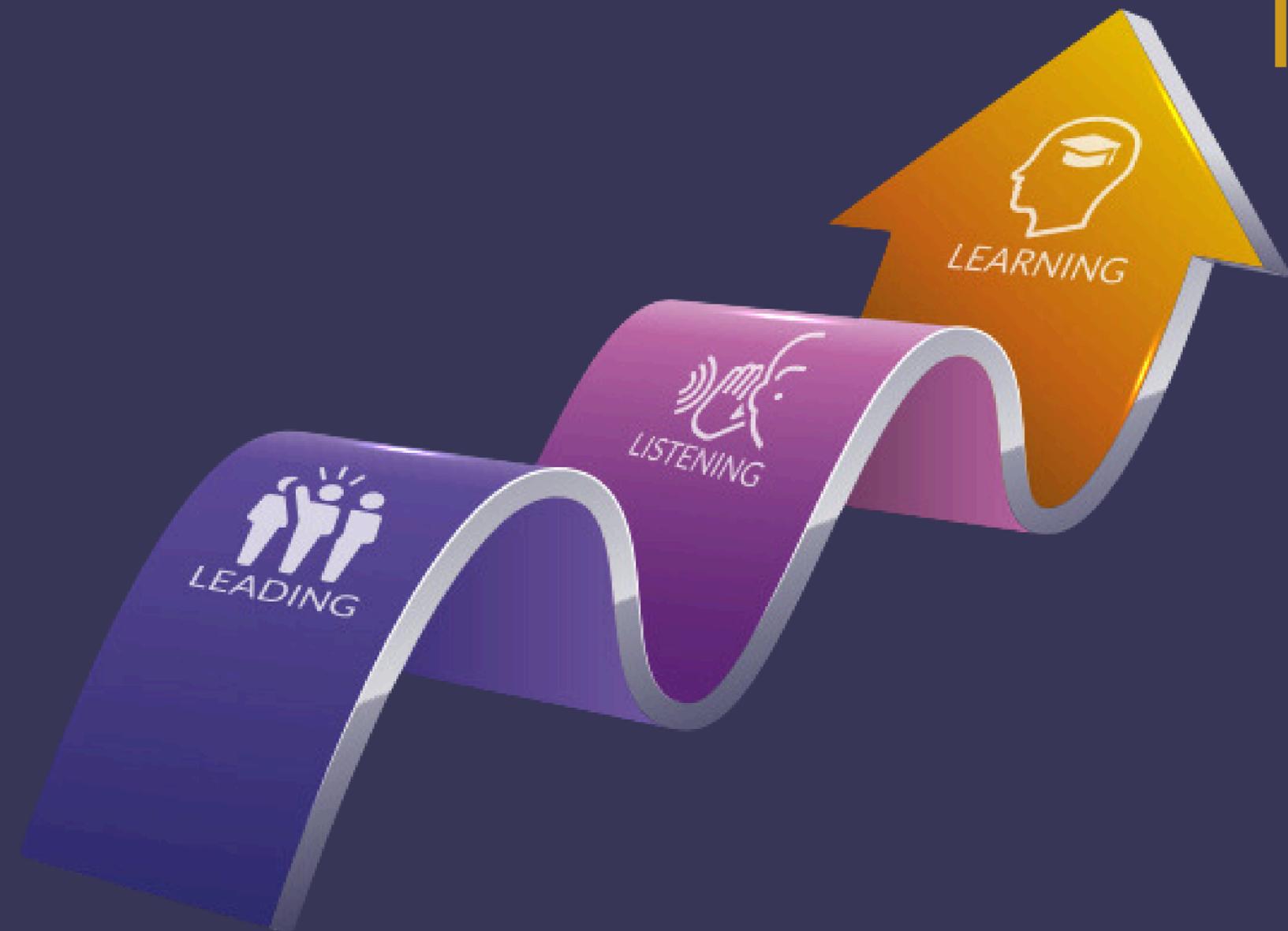
Mental Health Services Governance Update

Approved Social Work (ASW)

The ASW Service continues to work towards compliance of the regional ASW standards. A centralised Hub location remains a longer term goal as Estates Department have no accommodation in the areas requested. However, the current Hub location has moved within Lough House to a separate room which has improved the ability for staff to discuss call outs and supports de-briefing and teamwork. A Business Case for an additional 3 full-time ASWs at the Hub has been submitted to improve availability and capacity to meet the increasing demand. This service continues to work within ASOSA and maintains no lone working policy. There are 6 new ASWs that have successfully completed the course and 7 new applicants for incoming year.

Rollout of New Supervision Documentation and Compliance with Standards

Documentation is currently being used in all community settings within AMH. A mini audit to take place by the end of November to review compliance levels.

Leavers Surveys

As part of learning and understanding the reasons why staff move on, a leavers conversation is offered and survey completed. Feedback and learning is addressed in the Staff Wellbeing meetings. This learning will support improvement in the retention of staff.

Safeguarding Training

Mental Health Services are 75% compliant with Adult Safeguarding training and 35% compliant with Children's Safeguarding training.

Care Management

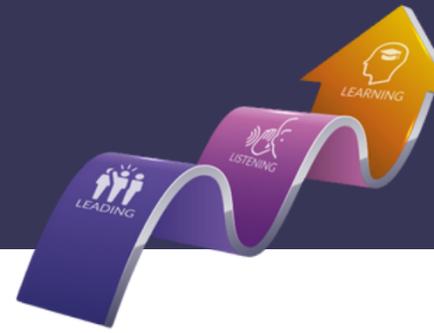Maintaining compliance of Care Management annual reviews. Currently sits at 99.5%.

Monitoring of Contracts

Greater scrutiny regarding performance and delivery of commissioned services. Where underperformance is identified this may be considered as a potential saving.

Mental Health Services Governance Update
Priorities & Shared Learning

Priorities:

All MH staff complete relevant level of Adult Safeguarding training by Christmas. The focus will then move to Childrens' Safeguarding completion by end of January.

Provide Social Work Lead support to MHSOP to promote new supervision documentation and align systems for monitoring Care Management compliance to that of AMH.

Support existing MHSOP DAPOs to fulfil this role confidently with support from MH DAPO specialist role.

Shared Learning:

Additional objective support required to focus on MHSOP to support completion of Carers Conversations.

Carers feedback regarding one off payments is in equity with other Trusts e.g. Belfast Trust is £200 and SET is £100.

QIP (Ward 27) – staff are more aware of the Think Family approach and the need to involve family at all stages from admission to discharge of a loved one. The sharing of information is correct for the time of patient and carer journey.

Mental Health Services Governance Update
Improvement Plans
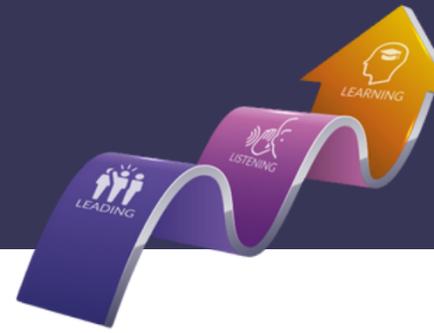
Mental Health Services are currently undertaking 3 Quality Improvement Projects (QIP).

Ward 27 UHD

To ensure all next of kin are given appropriate information on admissions to Ward 27 within 5 working days through 1:1 conversations
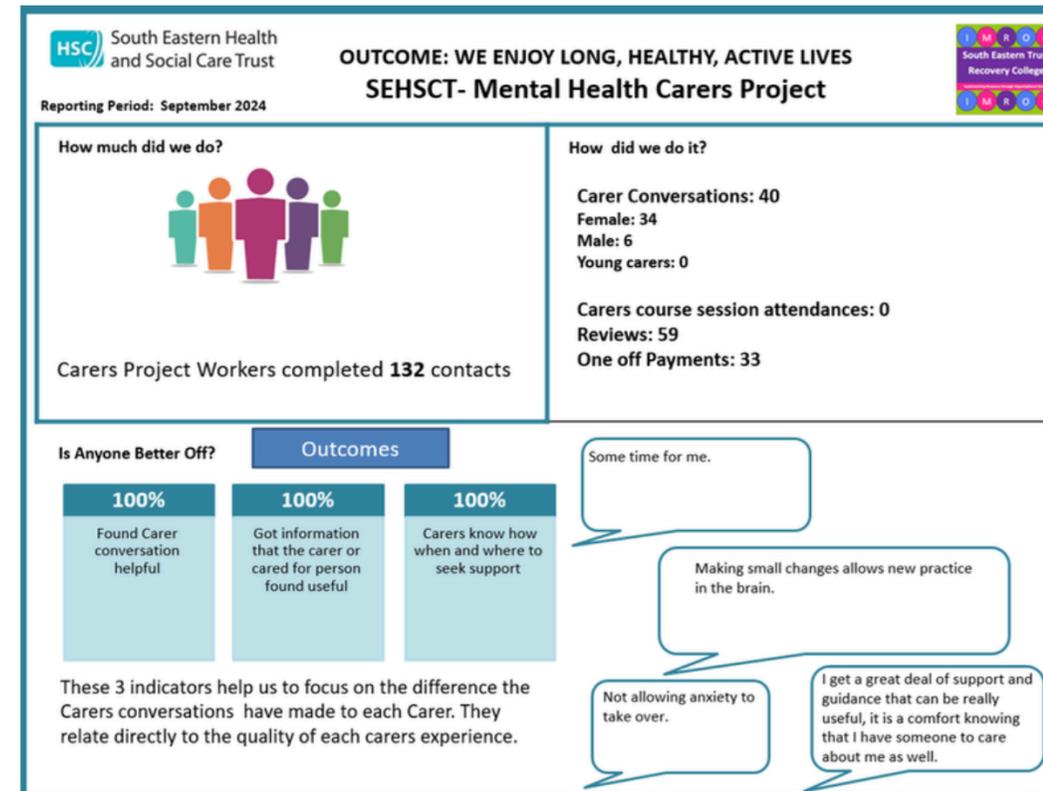
Hospital Social Work (HSW)

To improve communication and understanding of the HSW role for patients, family and carers.
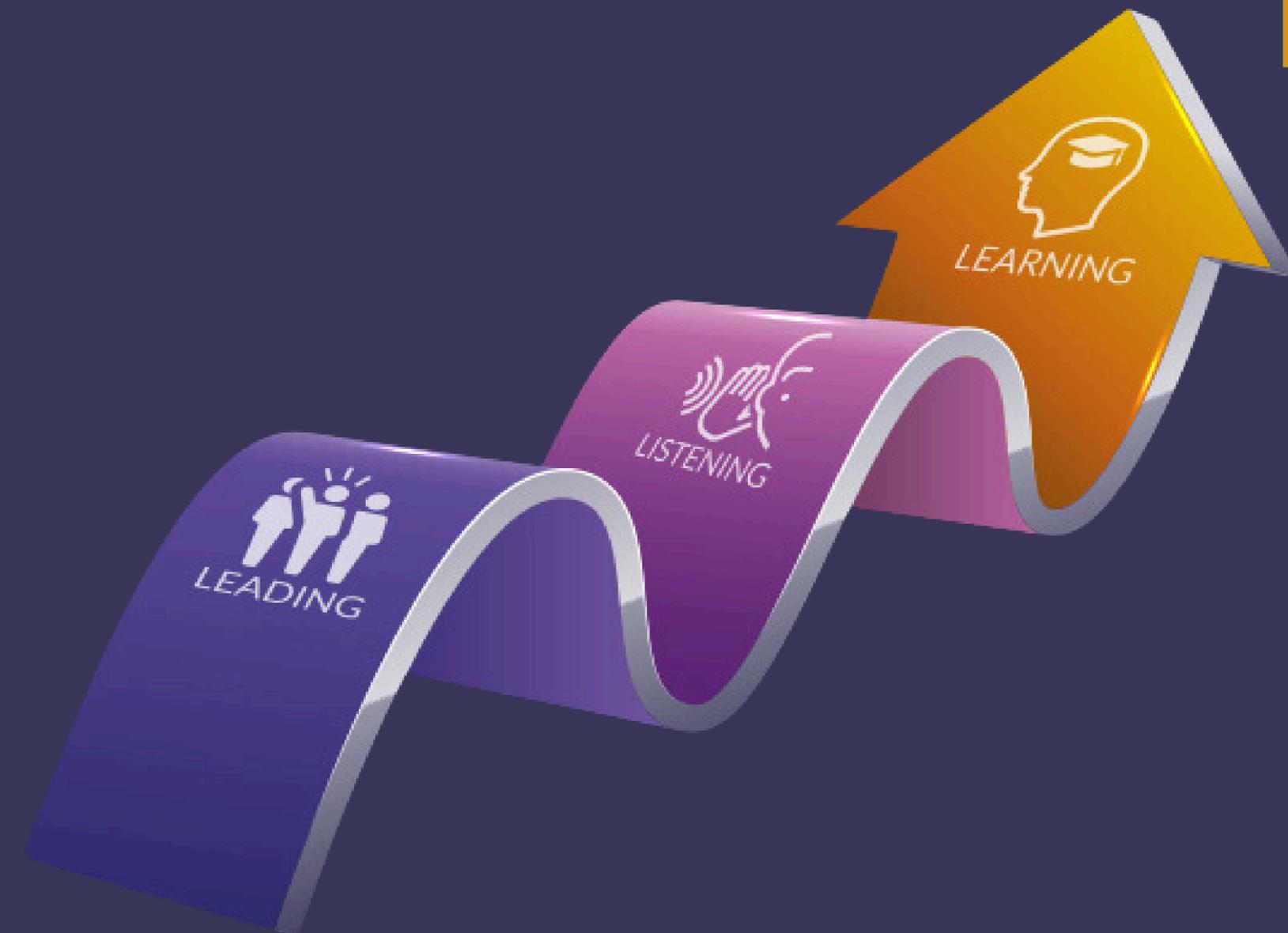
MHSOP Carers Conversations

To increase the uptake of Carer Conversations within the MHSOP (Functionally mentally ill) by 20% by 31st March 2025.

Carers:

Balance scorecards are produced for AMH and will include MHSOP from January 2025.

HSC South Eastern Health and Social Care Trust

OUTCOME: WE ENJOY LONG, HEALTHY, ACTIVE LIVES
SEHSCT- Mental Health Carers Project

Reporting Period: September 2024

South Eastern Trust Recovery College

How much did we do?

Carers Project Workers completed **132** contacts

How did we do it?

Carer Conversations: 40
Female: 34
Male: 6
Young carers: 0

Carers course session attendances: 0
Reviews: 59
One off Payments: 33

Is Anyone Better Off? | Outcomes

100% - Found Carer conversation helpful

100% - Got information that the carer or cared for person found useful

100% - Carers know how when and where to seek support

These 3 indicators help us to focus on the difference the Carers conversations have made to each Carer. They relate directly to the quality of each carers experience.

Some time for me.

Making small changes allows new practice in the brain.

Not allowing anxiety to take over.

I get a great deal of support and guidance that can be really useful, it is a comfort knowing that I have someone to care about me as well.

Primary Care
& Older People

LEARNING

LISTENING

LEADING

Primary Care and Older People
Social Work and Social Care Governance

Majella Fegan
Governance Lead for
SW & SC

Teresa McKee
Physical Disability &
Sensory Services
Operational Lead

Susan McBride
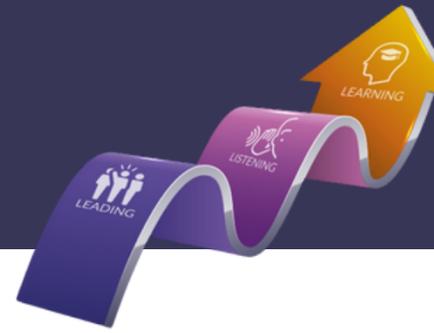Care Home Support
Team Operational Lead

Monthly meetings with all Primary Care and Older People Senior Management Team.

Quarterly Governance meetings within each sub-service area, which is chaired by the Assistant Directors with attendance from all of their Senior Management Team. The reports and any learning is then disseminated to the other members of staff within those particular teams.

Quarterly Governance meeting Chaired by the Director of Primary Care and Older People as an additional level of accountability and shared learning. This is attended by all Operational Leads and Assistant Directors.
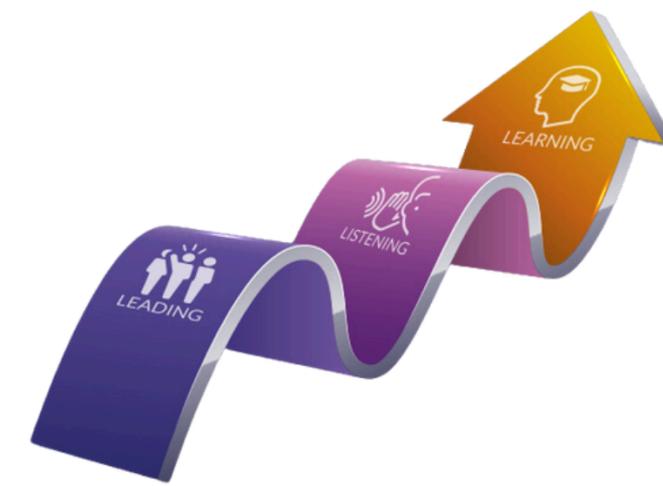
Primary Care and Older People Governance Priorities

Governance action plans to ensure improvement and learning

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

Develop and standardise an agreed audit plan across services

Compliance with new Supervision Policy

Compliance with Statutory Functions priorities

Development of shared learning space

Development of revised framework for governance reporting

Development of Regulatory reporting via Encompass

Work plan in progress to identify key SW priories within PD & Sensory Services in partnership regionally with Trusts and SPPG
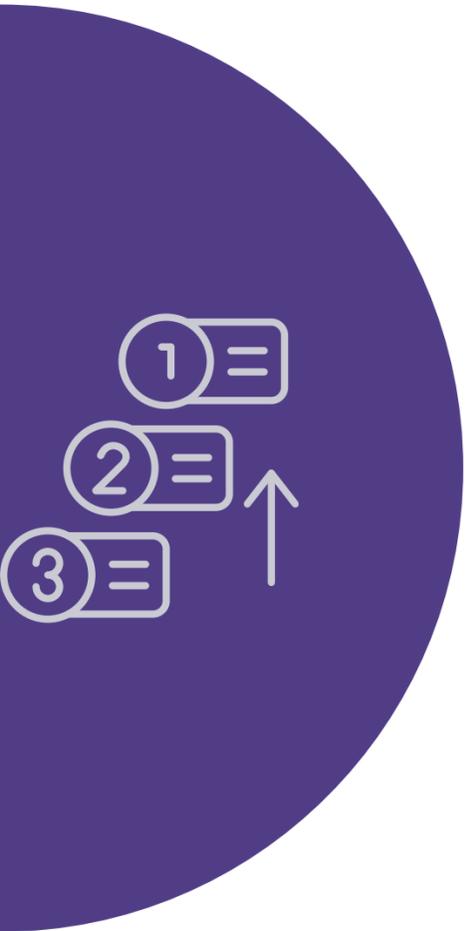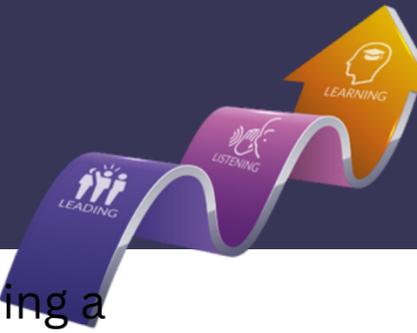
- Team Leaders within Physical Disability are completing the Regional Quality Improvement Programme with the aim of developing a risk assessment tool.
- Operational Manager within Physical Disability is leading on the development of Competency Framework for SW Band 8A Leads.
- Care Home and Support Team are taking part in a regional project to standardise clinical teams working with the Independent Sector.
- Development of face to face shared learning opportunities across the Directorate from outcomes of SAI investigations.
- Development of face to face engagement sessions with the Independent Sector Providers and the Care Home Support Team.
- Rotational referral system in situ from and too other Core Teams to improve this aspect of the service.
- Short-term Assessment Team have developed a new and more robust audit tool.
- Quarterly Tenant meetings within our Supported Living facilities.
- Ongoing partnership working between the Local Engagement Partners and the Adult Protection Gateway Team.
- Making Safeguarding Personal has been implemented by the Adult Protection Gateway Team.
- Video has been created to improve everyone's knowledge of Adult Safeguarding this will be sent out Trust wide and to our Voluntary and Independent Providers.
- Electronic system developed by the Home Care Service for monitoring the Homecare rotas.
- Hospital Social Work are developing a communication leaflet to assist Patients and Family Members on the Escalation process.
- New short term and longer term model to deliver care. Homecare Assessment Service (HCAS) working alongside Community Teams to reassess need up to 12 weeks maximum, exit from HCAS will take into account if care is to continue, reduce care or cease care. There will be collaborative unmet need panels to risk manage and to reassess unmet need. This will include the Homecare Service, Community Social Work and Social Care to reassess unmet need and to ensure collaborative decisions and accountability.
- New modern Service User and Staff guide for Homecare which has been coproduced with service users, carers and staff within Homecare.
- Criteria pathways such as embedding critical and substantial need and establishing criteria for respite sits/calls has been introduced by the Homecare Service.

Home Care Reform

A Short Term Model for Home Care in the South Eastern Trust

Chairman's Award for Rising Star
Making Safeguarding Personal, APGT member

Ally of the Year (GN Awards)
Supporting LGBTQIA+ & Neuro-divergent Community, GP MDT member

Regional SW Poster Winner
Menopause Working Group, GP MDT

Pride of Place Awards
Sensory Services - Lisburn Deaf Group

CBI Rehab Support Worker - Excellence in a Supporting Role
Advancing Health and Social Care Awards

DisAbility Hub
Dragon's Den Application

South Eastern Health & Social Care Trust
27 Nov · 🌐

Congratulations to Niall Rotherham, winner of 'Ally of the Year' at the GN Mag Awards! 🏆✨... See more

South Eastern Health & Social Care Trust
6d · 🌐

We kicked off the festive season with our DisAbility Hub's Annual Christmas Craft Fair! 🎄✨

The turnout was amazing and the incredible handmade cards and gifts flew off the tables.
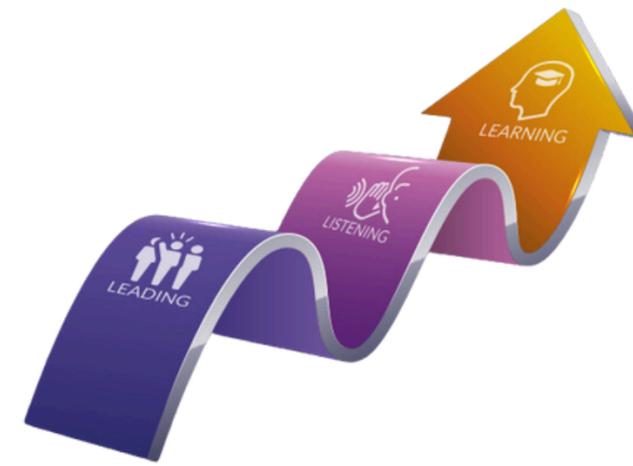
All funds raised go back into the Hub, supporting this vital lifeline for our community ❤️
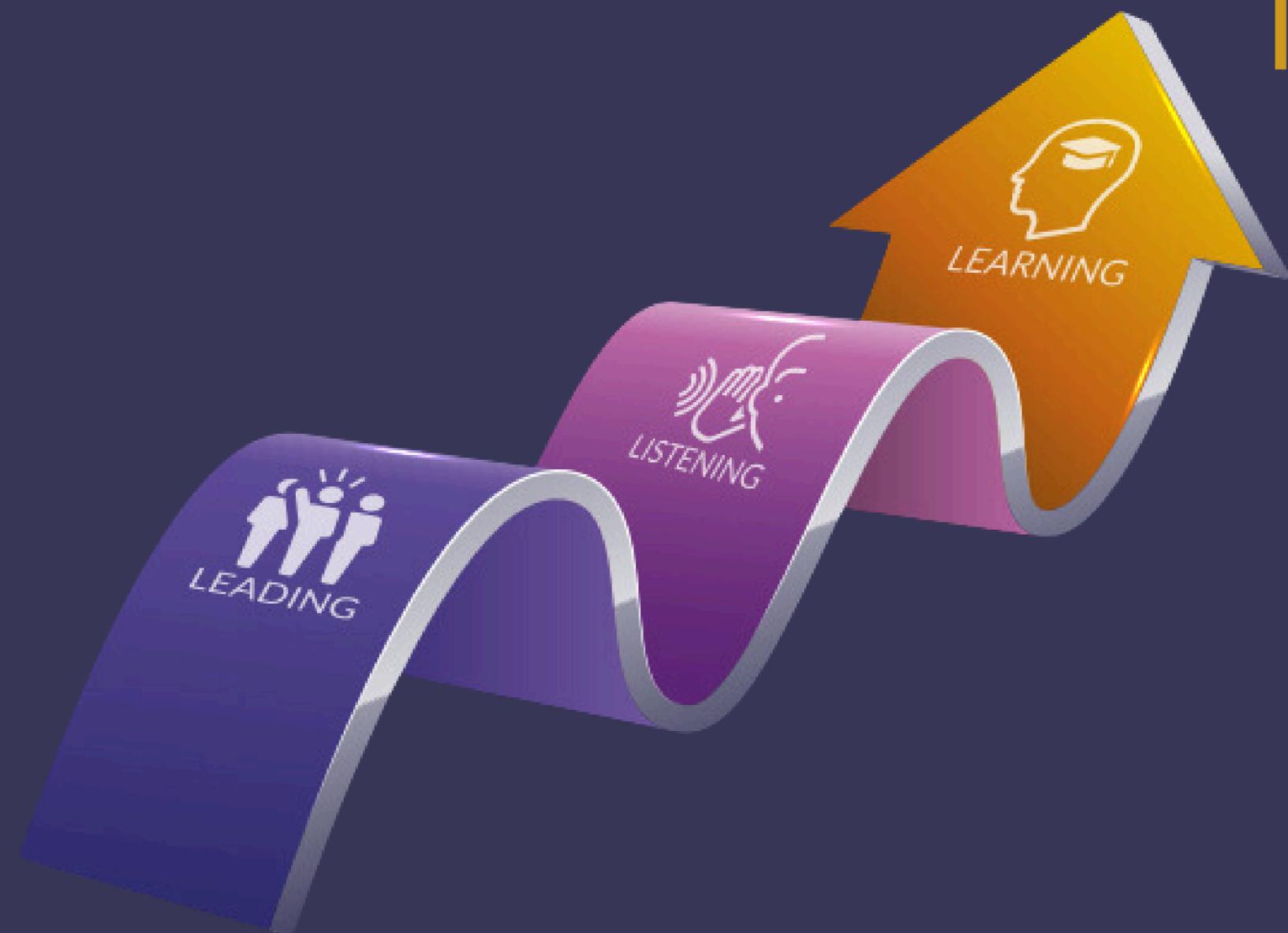

South Eastern Health & Social Care Trust
20 Oct · 🌐

Our Moonlight Swim at Kilclief Beach as part of #MenoFest was pure m... See more

Our People

After 35 years of tireless dedication, Sheila Simons, Senior Social Work Manager in Children's Safeguarding Services, has retired.

Sheila began her career in August 1988 with the Lisburn Unit of Management, transferring to the Down Unit in February 1989, where she established her enduring legacy. Over the years, Sheila navigated restructuring within the Trust, first as part of the Down Lisburn Trust and later the South Eastern Health and Social Care Trust, working primarily within Children's Safeguarding Services in the Down sector. Sheila's dedication to social work was briefly extended to Adult Disability Services, but her primary focus remained on children's safeguarding.

Sheila's work has been particularly ground-breaking in the fields of Domestic Abuse and Public Protection. She worked in partnership with various partners across Northern Ireland to bring impactful changes, such as the introduction of Operation Encompass, domestic homicide reviews and the development of responsible reporting guidelines for journalists. Her advocacy extended to legislative work where she gave evidence to the justice committee to address technology-facilitated abuse, advancing protections for vulnerable individuals. In December 2018, Sheila's contributions were formally recognised with an MBE for her services to Social Care and the Protection of Women and Children.

Wishing Sheila all the best in her retirement, Jason Caldwell, Assistant Director for Children's Safeguarding Services, said, "On behalf of your friends and colleagues in the South Eastern Trust, thank you, Sheila, for your tireless dedication, for your leadership and the immeasurable difference you have made. I wish you nothing but joy, peace and fulfilment in your retirement."

Looking forward to her very much deserved retirement, Sheila added, "To all the staff who worked alongside me past and present, I thank you all. I really appreciate everyone who has reached out and wished me well for the next chapter of my life. It is true that chance may have made us colleagues, but the fun, laughter and craziness we shared made us friends."

A DAY IN THE LIFE OF...

Naomi Yates
Social Worker
Acute Community Mental Health Team

"I have been a social worker in the Ards Acute Mental Health Team for 3 years. Previous posts were in the Community Mental Health Team and the Mental Health Assessment Centre in the BHSCT.

In the home treatment team we provide mental health assessment, support and care for people who are in Mental Health Crisis. Our service users are people, who, without our support, would otherwise require hospitalisation. Because people's mental health can be impacted by their social and family environment, there are benefits in tackling their difficulties within that environment as it can promote resilience and aid recovery.

It is a fast-paced and interesting role: I can say, hand on heart, there is never a dull day in the Home Treatment Team!"

"Something I particularly enjoy about the team is that, as it is a multidisciplinary team, I get to work with people from different professions, including occupational therapists, nurses, support workers, and psychiatrists. Decisions are made by the group in twice-weekly team meetings, and the caseload is shared. This benefits the service users and also us as professionals, as we get to share our perspectives and skills".

"One of the challenges we face as a team is that we are required to respond very quickly to new referrals: we try to see someone who is referred to us within 2 hours, which can be problematic if several referrals arrive at once. However, I am proud to be part of one of the few teams which does not have a waiting list".

The SEHSCT hosted a regional Continual Professional Development event on the 17/10/24 in the QIIC centre in Ards. Almost 60 staff from across Northern Ireland who are involved in Vocational qualifications and education attended this event which was centred on 2 key themes:

1. The role of Artificial Intelligence in Workforce Education: Opportunities and Challenges, discussed by Professor George Kernohan from the University of Ulster.

2. Reasonable Adjustments, explored by Shauna Doherty, External Quality Assurer.

The event was coordinated and facilitated by the SEHSCT Vocational team; Paula McGlinchy and Brogan Clarke, led by the LIT Vocational centre manager Edith Brown. It was a very well received workshop and the feedback at the end was extremely positive. Edith was presented with gifts of appreciation not just for hosting the event but for her almost 40 years of leadership and contributions to the Social Care profession within the SEHSCT and across Northern Ireland.

Chairman's Recognition Awards

A number of social work and social care staff were nominated for the Chairman's Recognition Awards. These awards, continue to recognise and reward those teams and people who work tirelessly to deliver high quality, productive and innovative services and are the secret to our continued success.

Well done to the shortlisted staff and teams who attended the Awards ceremony at the La Mon and congratulations to the winners.

Congratulations to the social workers who successfully completed Professional in Practice (PIP) awards this year showing dedication to their ongoing professional development.

Specialist Award

Emma Finlay

Victoria King

Niall Rotheram

Nicola Skillen

Collette Watt

Ellen Bruce

Hazel Bunting

Andrew Corbett

Specialist Award

Paul Devine

Lynn Donnelly

Jason Graham

Christopher Grieves

Lynn Johnston

Sam McCullough

Jonathon Bell

Gemma Fay- Davis

Specialist Award

Valerie Fox

Sara Hines

Dolores Magee

Shauna Mahon

Aoife McCrory

Laura Russell

Lynsey Stephenson

Ashleigh McCabe

Ruth Turley

Leadership & Strategic Award

Robby Nelson

Consolidation Award

Catherine McNeice

Samuel Lowe

Kerry Millar

Charlene McCallan

Aaron Rodgers

Northern Ireland
Social
Care
Council

REGIONAL SOCIAL WORK AWARDS

Congratulations to the staff who have been nominated for Social Work Awards

Nurturing Development:

Murlough Team
LIT Mentors
Patricia Mulholland
GP MDT 'Neurodiversity'
Aim to Change
Donna Dugan
Marie-Louise Sloan

Co-Production:

Local Engagement Partnership
GP MDT 'Menofest'
STAT
GP MDT Team

Spirit of Social Work:

Karen Beattie
Emer Murtagh
Judith Hutchinson
Alison O'Boyle
Julie Heasley

People's Choice:

Chris Pegg

BASW Award:

Irina Radu
Sandra Pollock

Rising Star:

Rachel Aicken
Carleen Breen
Samantha Craythorne
Omar Berrada
Chloe Shields

Contribution to Leadership:

David Hamilton
Lesley McKenna

Sunshine Award:

Hayley Smith

A fantastic turnout today for Our @setrust children's services staff well-being day. Thank you to @vitalnutrition @DrDSRobinson and our wonderful breakout facilitators for your input 🙌#TeamSET

South Eastern Health & Social Care Trust
26 Oct · 🌐

Over 100 people came together for our South Eastern Domestic & Sexual Violence & Abuse Partnership conference addressing complex and urgent issues.

If you or someone you know is experiencing domestic abuse, call the 24-hour helpline on 0808 802 1414.

In an emergency call 999.

South Eastern Health & Social Care Trust
1 Oct · 🌐

Congrats to Ashleigh & John Marshall, honoured with the Special Recognition Award at this year's NI Foster Care Awards!🏆

They care for a 5 year old needing round the clock support, creating an unbreakable bond❤️

Your love & commitment are inspiring! #MakingADifference #HSC

South Eastern Health & Social...
27 Oct · 🌐

The RESET team recently attended the 25th anniversary of the Inclusive Joint Award Initiative at Hillsborough Castle.

Special shout out to Jennifer Hamilton, who's leading the way for young people in the South Eastern Trust to achieve their Duke of Ed Awards! 🌟

👍❤️ 70   2 comments 3 shares

👍 Like   💬 Comment   ↪ Send   ↗ Share

South Eastern Trust
@setrust

Local artist Ian Lowry has put his mark on Lakewood Centre with his amazing "Regional Landmarks" masterpieces!🏞️

The landmarks create a sense of familiarity & connection for our young people who come to the centre from across NI.

Stay tuned for more! #MakingADifference #HSC

South Eastern Trust
@setrust

What a fantastic celebration of our Stay Hosts' incredible commitment! 🎉

Thank you for all that you do to care for our young people and prepare them for adult life. Your guidance and support are vital in helping them thrive❤️

Your dedication truly makes a difference🌟