

# Resilience in services

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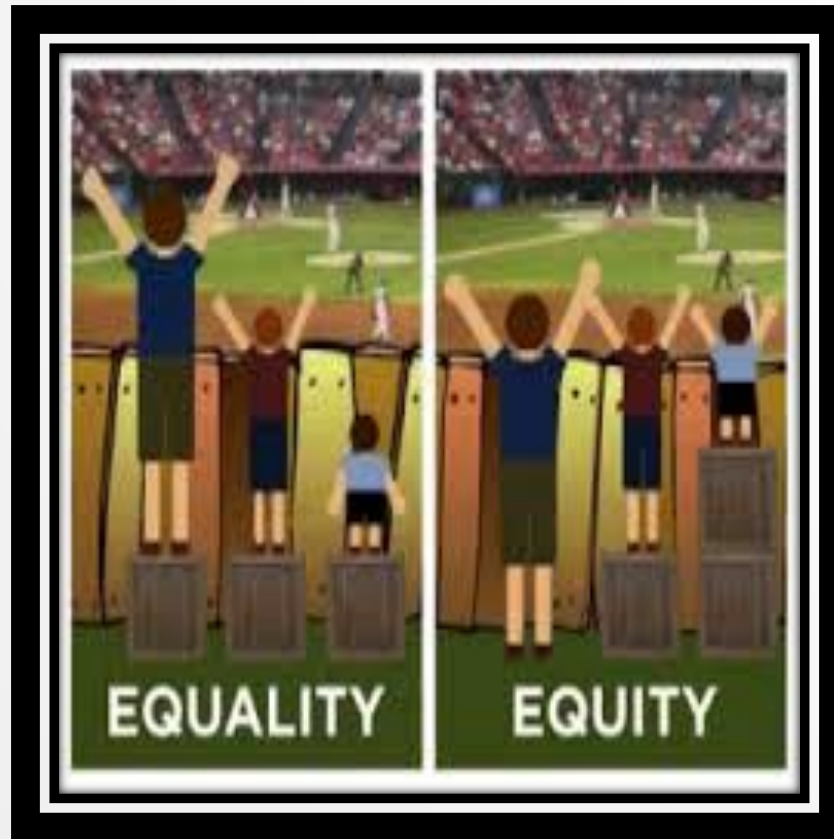
# Resilience: The human capacity...

...to face, overcome and ultimately be strengthened and even transformed by life's adversities and challenges .. a complex relationship of psychological inner strengths and environmental social supports

Masten, A. S.



# Understanding Peoples Journey



Challenges for services within Building the Right Support (BRS)

Transforming care will mean that fewer people will need to go into hospital for their care. This means that we can close hundreds of hospital beds across England. To do this we are making sure that services in the community are much better. (NHSE)

Being driven by systems rather than the needs of people can mitigate against **person centred care**

Remaining Person Centred

**Barriers** to the implementation of **person-centred care** covered

- Traditional practices and structures
- Sceptical, stereotypical attitudes from professionals
- Development of **person-centred** interventions and service provision

So how do we keep to the right path

# Its not all doom and gloom ..Resilience....



In Salford

Value base of the service allows staff to work in Person centred ways

Do what is right without being given instruction

Support for frontline staff around working with people and families to plan support

Though this may take a little longer.....

Developing Support structures for Staff

Use of supervision

Peer support

Training and development (new ways of working needs support to implement)

Wider networks of support

Supporting peoples to develop holistic assessments

Support from wider system leads (CCG/LA)

Ensuring MDT support for the co-ordinator / navigator



# Questions....

