



CB-NSG 8th November 2019

Workshop- Services

Website Summary

Facilitator

David Williams, Head of Service Learning Disabilities and Complex Needs at Salford Royal Foundation Trust

Objectives

- Share examples of how services in local areas maintain resilience
- Consider what is needed to enable services within a local area to collectively construct a resilient local system
- Agree actions to enable services within a local area to be resilient to enable a stable system for local people

Definition of Resilience

The capacity to recover quickly from difficulties. Resilience **does not** mean putting up with bad practice, rather **it is** strengthening the ability to manage unexpected changes or challenges that arise.

Discussion

In discussion the group agreed that culture and language need to change within services to promote resilience. A culture shift would enable services to be a platform for healthy, meaningful lives. An example of the wrong type of culture was given: "*A group of staff supported residents to get their breakfast from the cupboards, then the staff sat down at the table and had a McDonalds breakfast while the residents watched*". How do we support staff to have the right values and principles?

Workshop attendees made suggestions of ways to support staff to have the right values and principles including using contracts and money to reward the right things, avoid blame culture and building trust. The importance of well targeted services that identify local needs accurately and honest leadership were also discussed.

Action table

What	How	Who	When
CB-NSG to join in with existing campaigns to promote service resilience. This may include the autism strategy work, the disabled children partnership etc.	Campaign subgroup to assess which campaigns they support and whether we can be involved in more or how to maximise our impact on broader campaigns around disability and services	Campaign subgroup	To discuss at 10th December meeting
Develop honest data collection and analysis	Work with the data subgroup to support this.	Mary Busk. Emma to invite to next data group meeting (discuss with Coral)	January 2020
Paper on mandate independent life planning. This should be driven by a new independent team with teeth!	Discuss and work on a draft together. A new team should include people with courage, integrity, skills	Wendy Ewins and Sue Marsden	Present at next CB-NSG 6th March 2020
Research and evidence to be put together to prove what could have been done had money been used differently for one year.	Contact Richard Hastings to look into financial information available	Jacqui Shurlock to contact Richard Hastings	Jacqui has contacted Richard (end of November) and is waiting for a response.
Sharing good practices	<ol style="list-style-type: none"> 1. Remind people of research & early intervention findings 2. Share real positive examples 	<ol style="list-style-type: none"> 1. CBF 2. CB-NSG 	<ol style="list-style-type: none"> 1. December 2. March
Explore the leadership in the new keyworkers' role	Influence and bring the idea to the relevant national meeting	Mary Busk to bring to the next meeting for keyworkers	Next keyworker meeting (date TBC)