

Advanced Professional Reasoning and Decision-making

This **2-day workshop** has been developed in recognition of the increased demands being placed on professionals in public sector organisations to make highly complex decisions in the context of competing needs and large multi-professional teams/involvement. It addresses issues at the heart of good professional and organisational decision-making, including duty of care, legal and ethical issues, risk, person-centred care focussed on wellbeing, workload and caseload prioritisation, outcome measurement and inter-disciplinary and integrated decision-making.

It is suitable for practitioners from all professional groups (including operational managers) and sectors of Health and Social care and related agencies. The training achieves the best results when targeted at a team of leaders and practitioners working in the same system, organisation or service.

AIMS of the COURSE:

To gain a shared reasoning framework to support organisational, service, team and practice decisions that are ethical and achieve the best possible outcomes and experience for service users whilst acknowledging the resource constraints facing public sector organisations.

To begin to apply the framework to day-to-day practice, at a uni- and multi-disciplinary level.

LEARNING OUTCOMES: Participants will have:

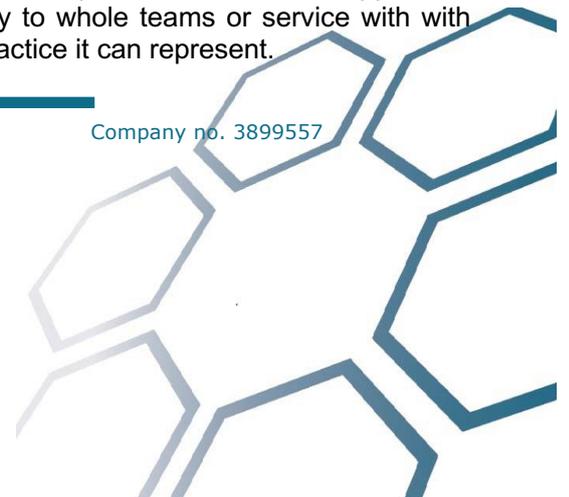
- increased confidence in their professional reasoning and in communicating their decisions.
- increased understanding of the extent of the importance of collaborative practice in supporting their intended outcomes
- increased confidence and authority within a multi-professional team and, therefore, an ability to hold their authority when challenged
- increased skills in negotiating and influencing care decisions and contracts
- an increased understanding of the nature and importance of reflective practice in achieving effective decisions.

WORKSHOP OUTLINE: This workshop includes taught elements and group work **and requires participants to discuss their own case examples in small groups.** Broad areas covered include:

- Duty of Care and the stages of responsibility
- Effective management of requests for help
- Concepts of risk as foreseeable harm and the centrality of impact and resilience in assessing duty
- Concepts of evidence-based practice beyond efficacy
- The importance of intended outcome in establishing the contract and the effectiveness of interventions
- The duty to the population and the skills of managing resources, caseloads and workloads equitably and effectively

PARTICIPANTS: **Maximum of 35 participants** per workshop from all professional groups and sectors of Health, Social care and Education and related agencies.

ORGANISATIONAL COMMITMENT REQUIRED: Whilst this workshop can enhance and support the practice of individual practitioners and leaders, it is best delivery to whole teams or service with with organisational support for the significant change in culture and practice it can represent.



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FACILITIES: These should be provided by the service/organisation commissioning the package and, for each workshop, should include:

- a large room (big enough for break-out groups)
- a data/powerpoint projector, screen and flipchart
- refreshments as appropriate
- photocopying of handouts

COSTS: (Fee covers 2 day's tuition)

For up to 30 participants (optimum)

£2,900+ £580 VAT = **£3,480** plus travel/accommodation expenses at cost plus VAT

We advise against more than 30 participants, to ensure best learning outcomes - additional participants will be charged at £50 + VAT per head per day, up to a maximum of 35 people.

FACILITATORS: A facilitator will be allocated according to the dates requested/offered.

Kate Malcomess, who developed the Care Aims Framework, is an organisational consultant, specialising in effective person-centred practice. Whilst working in the NHS, as a highly experienced practitioner and public-sector manager, she developed this approach in response to challenges faced by her own team. Her success led to it being rolled out across her organisation and outside agencies. In 2000 she set up her own consultancy to deliver the benefits of the Care Aim Framework to all public-sector bodies wanting to deliver better outcomes for their users, their staff and their organisations.

Clare Grace, who is an associate for The Care Aims Well-being Outcomes Collaborative, is an independent consultant Clare currently is a Consultant and Trainer in complex needs to both adults and children. She delivers her service both in the NHS and independently. Her background is in Speech & Language Therapy and Behaviour Therapy. Clare has extensive experience in the day-to-day running and leadership of a busy city community NHS service supporting the delivery of person-centred care using the Care Aims Intended Outcomes Framework as the foundation for their quality strategy. Clare brings a practical and pragmatic perspective, understanding the rigours of working within the NHS today and shares her own experiences of implementing the Care Aims Intended Outcomes Framework both at a face to face caseload level and as a manager interpreting data to support reform of service delivery.

Please see www.careaims.com/training/courses for more details or

request your initial no-obligation, free consultation to see if The Care Aims Framework could help with your challenges by

e-mailing contact@careaims.com or phoning 0131 516 8493

