

Effective Discharge Decisions (Online)

Collaborative, Strengths-based conversations that work.

This **6 half-day course (4 half-day workshops with 2 half-day follow-up)** has been developed to help practitioners working in all sectors to gain the trust of service users and their families/carers and the wider team at the point of discharge from hospital. It enables them to gain an accurate and shared understanding of people's lives, life plans, beliefs and constructs and create person-centred formulations about what is most likely to support effective discharge from service. The hospital discharge boundary is one of the most complex discharge decisions in any patient's journey and the focus on "safety" above personal outcome and choice means that decisions are often protracted, conflictual and ineffective. This course will support whole systems to think about patient flow beyond "bed-management" and "risk assessment". The evidence is that, if the conversations at the point of discharge change, decisions are made more quickly and responsibility is shared, reducing anxiety and risk-averse decisions. It encourages collaboration at transition so that risk is handed over effectively without fear.

It is suitable for whole multi-disciplinary teams in hospitals, their partners in primary care, community care, social care, and the voluntary/third sector. Emphasis is placed on the participation of discharge co-ordinators, discharge assistants, ward-based and community-based nursing team with their leaders, AHPs in acute and community, social workers and care agencies.

LEARNING OUTCOMES: Participants will have:

- a clear framework to support integrated person-centred relationships across all agencies and professions,
- the confidence and capability to focus on well-being outcomes, using resources in the areas where they can make the most difference to people's lives,
- a growing set of skills in initiating strength-based conversations with everyone involved, that increase empathy, understanding and well-being and thereby, collaboration in achieving outcomes,

COURSE OUTLINE: This workshop includes taught elements and group work.

Broad areas covered include:

- Risk, Resilience and Impact on Well-being - our Duty of Care to the public?
- Starting with what we can discover not what we can deliver - avoiding conversational traps - and supporting relationship-based practice within the wider team,
- Engaging families - building the relationship - mitigating the potential harm of intervening in people's lives,
- Good Beginnings - getting to the heart of the matter in every conversation,
- Outcomes - The importance of knowing where we're going before co-producing the journey - reflective practice in action,
- Capturing the Heart of the Matter - a reflective practice structure for peer conversations,
- Strategic context and the critical enablers for success.
- Reflecting on our effectiveness when we put it into practice.
- Designing teams/services to support collaboration around personal outcomes.

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THIS WORKSHOP IS SUITABLE FOR:

Practitioners and Leaders in Health, Social Care or the Third Sector, in the public or private sector, wishing to increase the effectiveness of their own decisions and relationships and achieve the best outcomes for the public they serve.

ORGANISATIONAL COMMITMENT REQUIRED: This training has been shown to impact significantly on the culture of relationships within and across teams and organisations. It will disrupt the status quo and, unless well supported and lead, can do more harm than good. To achieve the stated aims, it requires cross-sector organisational engagement and support and a clear commitment to changing systems and processes that would otherwise impede this change. It is often one element of a wider consultation package – please see www.careaims.com for more details.

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

- a quiet space for each practitioner to use with no distractions,
- access to a computer/laptop (no tablets or phones please),
- access to a reliable internet connection.

COSTS: For up to 21 participants (*please note we use Zoom only*)

6 half-day sessions (9.30am – 1pm) **online - £7,350 + £1,470 VAT = £8,820.00**

or 4 shorter days (10.00am – 3.30pm) **online - £5,800 + £1,160 VAT = £6,960.00**

*NB** Sessions can be spaced over several weeks/months to fit in with service pressures. (e.g. 4 weekly and then 2 weekly sessions 2 or 3 months later)*

Please note: This course is also delivered **directly** as a **3-day course**. The maximum number of participants is 35, if your venue can accommodate this number in cabaret-style seating. The cost of tuition is lower but excludes the on-costs of room-hire & refreshments and expenses.

Facilitated by Kate Malcomess who developed the Care Aims Decision-making Framework. Kate is an organisational consultant, specialising in effective, ethical person-centred practice and well-being outcomes. Whilst working in the NHS, as an experienced practitioner and public-sector manager, she developed this approach in response to the challenges faced by her own team. Her intense interest in outcome-driven, person-centred reflective practice has convinced her that meaningful conversations and clear communication are at the heart of evidence-based practice. She believes that services are most effective when they work collaboratively **to support, empower and enable the public to manage their own lives**. In 2000, she set up her own consultancy to deliver the benefits of this Decision-making Framework to all public-sector bodies wanting to deliver better outcomes for their users, their staff and their organisations. To date, this approach has had a significant impact on the professional practice of well over 20,000 health, education and social-care practitioners and over 120 organisations in the UK, Ireland and abroad.

To request your initial free consultation to explore if this package could help with your challenges, please e-mail contact@careaims.com or call on 0131 516 8493