

Effective Referral Decision-making (Online): Responding Collaboratively to Requests for Help

This **6 half-day course (4 half-day workshops with 2 half-day follow-up)** has been developed to offer services a clear approach to triage/referral and assessment decisions which achieves the best possible outcomes for people asking for help from services. It provides services/practitioners with the capability to identify the best modes of access to support effective conversations and reasonable and effective risk and need decisions at this stage of care. It increases collaboration across the referral boundary and increases improves interagency and transition relationships. It also enables practitioners 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 their life plan. 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 request 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.

By the end of the workshop 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,
- increased confidence in their judgements and formulations and in co-producing personal well-being outcomes with service users,
- increased skills in supporting colleagues and peers to make reasoned decisions around personal outcomes.

WORKSHOP OUTLINE: This workshop includes both taught elements and opportunities for group work. Broad areas covered include:

- Duty of care at the point of referral? What drives reasonable decisions at referral?
- Eliciting the referrer's needs/expectations and gaining a joint understanding of perceived risk and well-being outcome,
- Eliciting expectations and translating these into what matters and good enough personal outcomes,
- Co-formulating what will work to meet the need whilst retaining agency and self-management,
- Designing teams/services to support collaboration around personal outcomes.

THIS WORKSHOP IS SUITABLE FOR:

- Practitioners in Health, Social Care or Education, in the public or private sector, wishing to increase the effectiveness of their own referral practice and achieve the best possible outcomes for their service users,
- Any leader or commissioner of public or private sector services interested in managing single points of access, public expectations and delays in services.

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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 24 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 and refreshments and facilitator expenses. See www.careaims.com/training/courses

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