

# Care Aims – A Refresher

## Getting to the Heart of the Matter – Strengths-based, Outcomes-focused Conversations that support Reasonable Decisions (Online)

- Do you lead or manage a service that started your Care Aims journey before 2019?
- Are you still using the framework as the main clinical and service decision-making framework for your staff?
- Have you been unable to train in-house Care Aims Trainers to support new staff or refresh existing staff?
- Did COVID 19, and other pressures, set back the implementation of this way of thinking consistently in practice?
- Are you struggling to change the conversations at referral and assessment?
- Have you lost the critical mass of the staff who were trained through staff turnover?

*...if so, this course may be for you.*

*Many services have approached us in the last year to ask for an update and refresh. They have reported being unable to embrace the framework fully or finding that the current context has knocked them off course. They are also aware that they have missed the window of opportunity to train up in-house trainers. This course has proven very successful in re-invigorating thinking and practice and in setting services up to train in-house trainers to support and sustain practice.*

### **AIMS of the COURSE:**

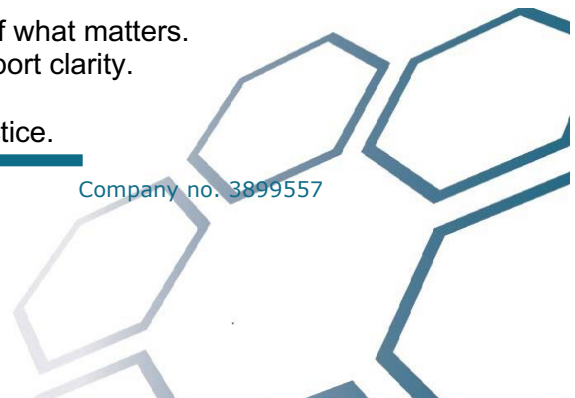
To revisit the core principles of the Care Aims Intended Outcomes Framework and refresh the reasoning and decision-making skills needed to shift from a problem/deficit-based approach to a person-centred outcomes approach to decision-making. To enhance effectiveness through more strengths-based, outcomes-driven conversations at each stage of duty and proximity, to equip the workforce and the public to meet their well-being needs.

### **LEARNING OUTCOMES: Participants will have:**

- Increased confidence/capability in having strengths-based conversations that help get to the heart of what matters and support formulations around what will build the resilience of everyone around people who need help, support collaboration and retain self-management.
- Increased confidence/capability in reasoning through and explaining clinical decisions to each other, service users (including all requesters), families and carers and the broader workforce, especially at the universal/targeted and discharge stages of duty.

**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:

- Decision-making Framework revisited – Core Principles - the nature of outcomes- vs problem-driven thinking,
- Decisions at each stage of Duty: Foreseeability and Proximity: Impact of problem-centred conversations on reasonable clinical decisions especially at the referral, assessment and discharge stages of care.
- Whose need and risk is it? Who are our service users and how can risk be best managed?
- Specialist vs Individualised intervention – reframing the offer.
- Conversations at each stage of proximity – getting to the heart of what matters.
- Capturing the Heart of the Matter – Personal outcomes that support clarity.
- Where do clinical goals fit in?
- Evidencing effectiveness at each stage of Duty – Reflective practice.



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**PARTICIPANTS:** **Maximum of 24 participants** per workshop. We find that it is highly desirable that all service and team leads attend the training as this will enable richer implementation conversations after the course and address any confusion or concerns about current understanding in the discussion.

**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. No shared devices.
- **access to and permission to use Zoom** (we do not use MS Teams)
- access to a computer/laptop (no tablets or phones please)
- access to a reliable internet connection

**COSTS: For up to 24 participants**

**Three shorter days (10.00am – 3.30pm) online - £4,500 + £900 VAT = £5,400.00**

***Please note:** This course can also be delivered **directly** in person as a **2-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 travel and accommodation expenses.*

**Kate Malcomess**, who developed the Care Aims Framework, is an organisational consultant, specialising in effective, ethical, person-centred decision-making and 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 this being rolled out across her organisation and outside agencies. In 2000 she set up her own consultancy to deliver the benefits of the Framework to all public-sector bodies wanting to deliver better outcomes for their users, their staff and their organisations. Relationships are at the centre of all Kate's work and her approach has brought about significant changes in service and organisational cultures through an improved context of relationships across professional, pathway and agency boundaries.

**Please see [www.careaims.com/training/courses](http://www.careaims.com/training/courses) for more details or request your initial no-obligation, free consultation to see if this workshop will meet your needs and help with your challenges, by e-mailing [contact@careaims.com](mailto:contact@careaims.com) or phoning 0131 516 8493**



**Outcomes**



**Balanced Risks**



**Proximity**



**Capacity**



**Continuous Learning**