

**SCRC**

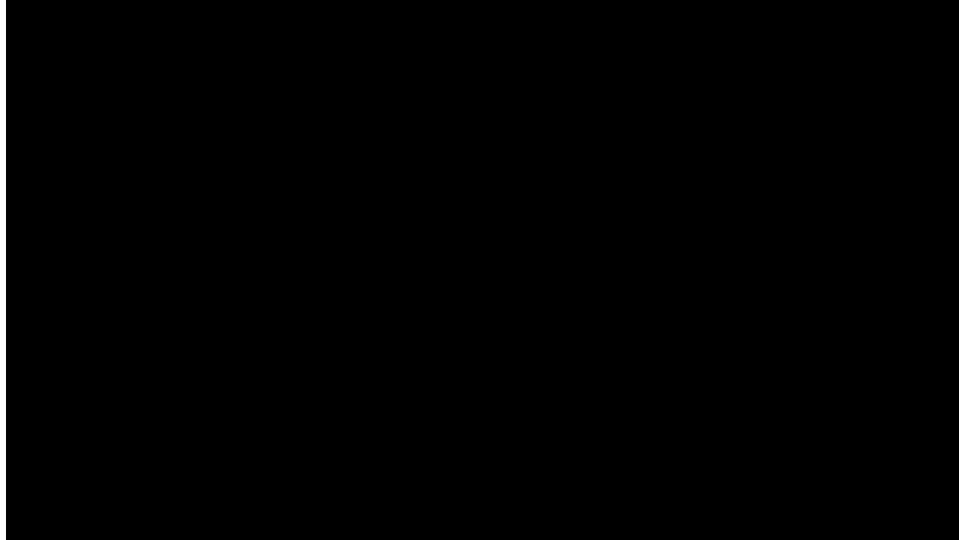
South Coast  
Regional Centre for  
Social Work Education

# Applying the Knowledge and Skills Statement for social workers in adults services

*Jackie Ryan and Anna Bouch*  
Professional Education Consultants



# The relevance of the KSS



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# KSS: Person-centred practice

Social workers should:

Enable people to access the advice, support and services to which they are entitled.

Co-ordinate and facilitate a wide range of practical and emotional support, and discharge legal duties to complement people's own resources and networks, so that all individuals (no matter their background, health status or mental capacity), carers and families can exercise **choice and control**, (supporting individuals to make their own decisions, especially where they may lack capacity)

Meet their needs and aspirations in **personalised**, creative and often **novel** ways. They should work **co-productively** and innovatively with people, local communities, other professionals, agencies and services to promote self-determination, community capacity, personal and family reliance, cohesion, **earlier intervention** and active citizenship.

# KSS: Safeguarding

Social workers must:

Be able to recognise the **risk indicators** of different forms of abuse and neglect and their impact on individuals, their families or their support networks and should **prioritise the protection** of children and adults in vulnerable situations whenever necessary.

Take an **outcomes-focused**, person-centred approach to safeguarding practice, recognising that people are experts in their own lives and working alongside them to identify person centred solutions to risk and harm.

Work in a way that enhances involvement, **choice and control** as part of improving quality of life, **wellbeing** and safety.

Should take the lead in managing positive interventions that **prevent deterioration** in health and wellbeing; safeguard people (who may or may not be socially excluded) at risk of abuse or **neglect**.

# KSS: Mental Capacity Act

Social workers must:

Begin from the **presumption** that individuals have capacity to make the decision in question. Understand how to make a capacity assessment, the **decision and time specific** nature of capacity and hence the need to reassess capacity appropriately. They should know when and how to refer to a Best Interest Assessor.

Ensure that they are **supported to be involved** in decisions about themselves and their care as far as is possible. Where they are unable to be involved in the decision-making process decisions should be taken in their **best interests** following consultation with all appropriate parties, including families and carers.

Seek to ensure that an individual's care plan is the **least restrictive** possible to achieve the intended outcomes.

# KSS: Organisational Context

Social workers must:

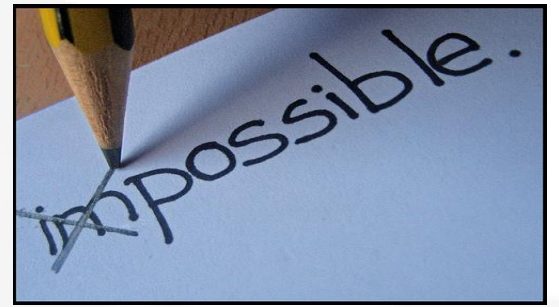
Understand and work effectively within **financial and legal frameworks**, obligations, structures and culture, in particular Human Rights and Equalities legislation, the Care Act, Mental Capacity Act, Mental Health Act and accompanying guidance and codes of practice.

Be able to operate successfully in their organisational context, demonstrating effective time management, caseload management and be capable of **reconciling competing demands** and embrace information, data and technology appropriate to their role.

They should have access to regular **quality supervision** to support their professional resilience and emotional and physical wellbeing.

Demonstrate **effective partnership working** particularly in the context of health and social care integration and at the interface between health, children and adult social care and the third sector.

# Our task



- Raise awareness and embed the KSS in our respective authorities.
- Felt almost impossible!



# Aims



*Aim &  
Objective*

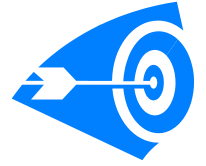
- Relate standards to practice
- Integrate into existing structures
- Space for critical reflection
- Promote a relationship based approach

# Challenges

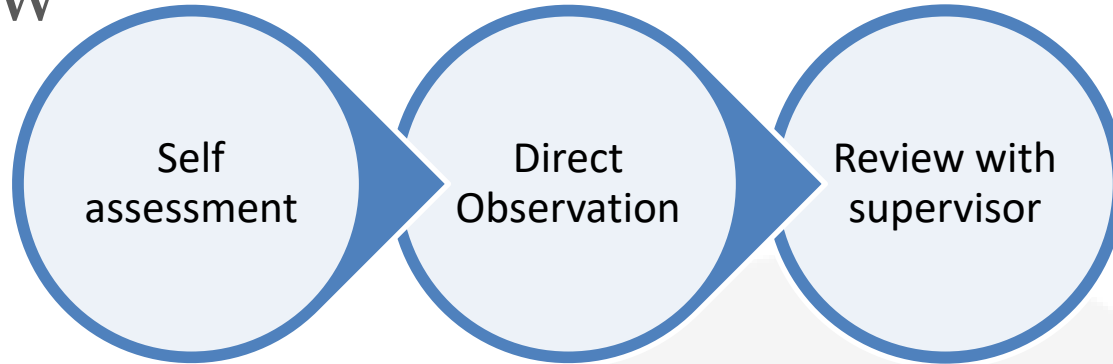
- Economic climate
- Tensions 'performance' with relationship-based practice
- Variety of standards/competencies/audit tools
- Relate to practice



# Our tools



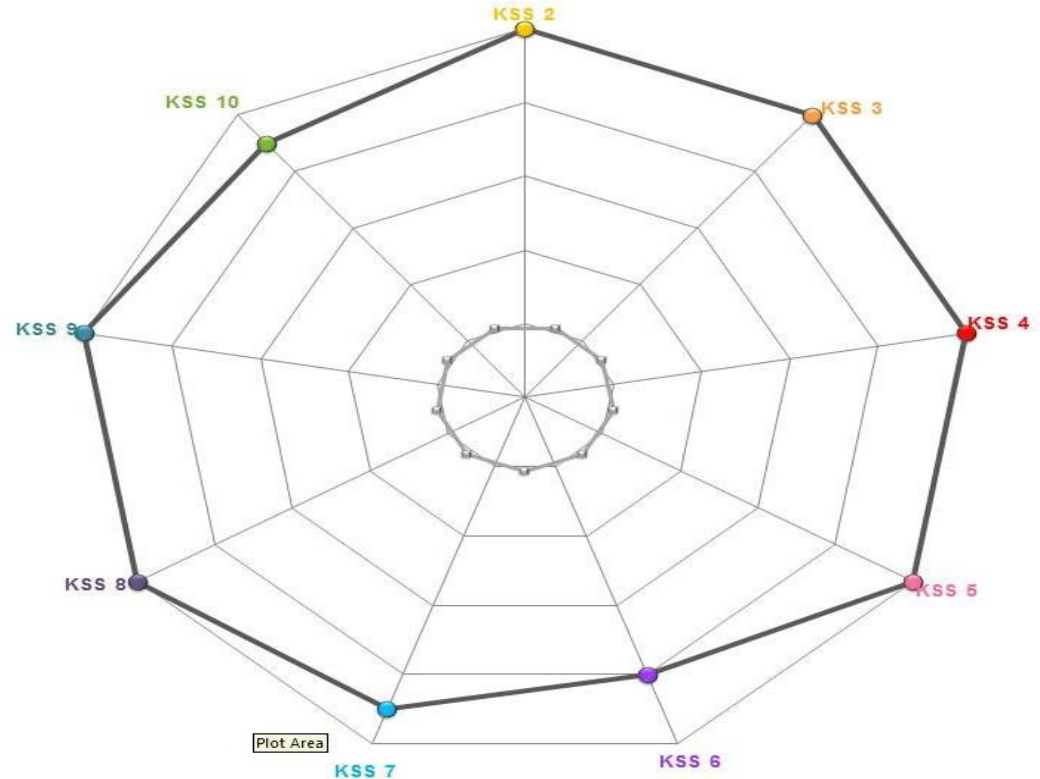
- KSS Self-assessment tool
- Direct Observation
- Review



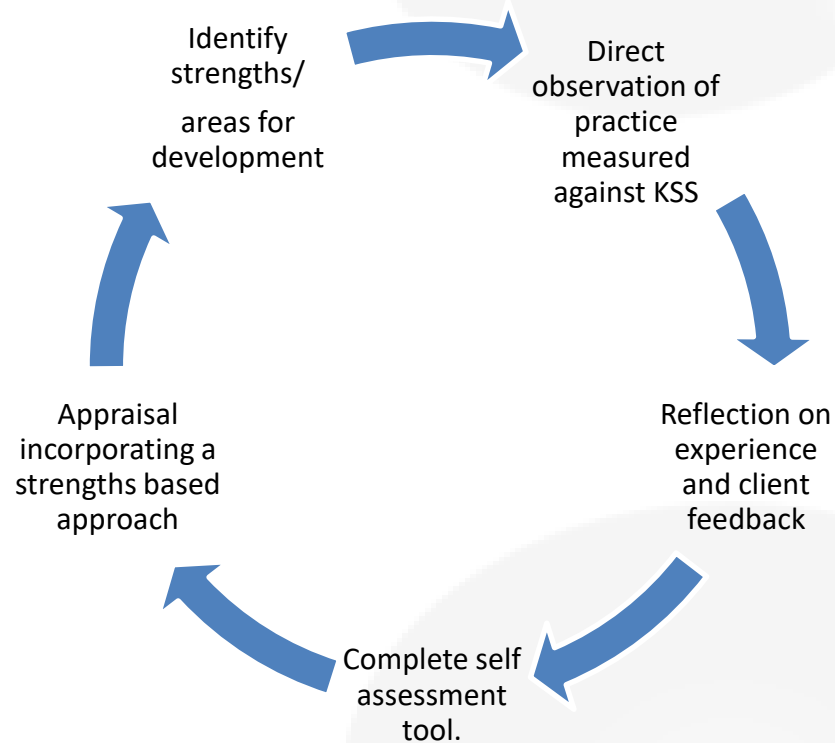
# Self-assessment

Adults practitioner KSS self-assessment tool - individual previous score - Microsoft Excel

		This PDP	Last PDP
KSS 2	The role of Social Workers working with adults	6	#NUM!
KSS 3	Person centred practice	6	#NUM!
KSS 4	Safeguarding	6	#NUM!
KSS 5	Mental Capacity	6	#NUM!
KSS 6	Effective assessments and outcome based support planning	5	#NUM!
KSS 7	Direct work with individuals	5.5	#NUM!
KSS 8	Supervision, critical reflection and analysis	6	#NUM!
KSS 9	Organisational context	6	#NUM!
KSS 10	Professional ethics and leadership	5.5	#NUM!



# KSS Framework



# Benefits



- Provide clarity of social work role in adult social care
- Framework to guide inform and support CPD
- Training audit across organisation

# Reflecting on immediate reactions

Access to our inner dialogue raises awareness and enables us to take control of our practice



# Consultation



- Parity with other professions
- Parity across all social workers
- Performance reassurance
- Empowers clients
- Fosters a learning environment



# What did people say?

- It was helpful just to think more about what I am trying to demonstrate, and link it to standards, it was really powerful to hear what the service user said. I was a bit nervous at first, but really it's just like visiting with a colleague.
- I also see the importance of service user feedback, and getting it there and then, not relying on them filling in a card or waiting for a complaint to come in
- Finally something that gives more equal power in looking at how we're doing to our service users and not just our managers

# What else did people say?

- It fits with the direction of travel, we need a relevant and meaningful competence evaluation for the profession as we move towards integration. Live observation is the best way to capture competence.
- I could only deliver it frequently if I had the full staffing. However it can replace a regular supervision then it's not too onerous
- I think if we could encourage more experienced staff to observe others it would generate a culture of feeding back to each-other and improvement

# What did we learn and what next?

- What appears to be impossible can be successful
- Power of consultation
- Maintaining momentum
- KSS for supervisors

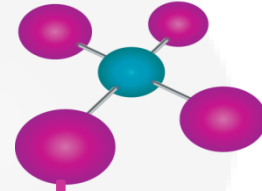
# Support and Collaboration

Richard Cattell and Jane Goldingham:  
Principle Social Workers



# Any Questions?





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