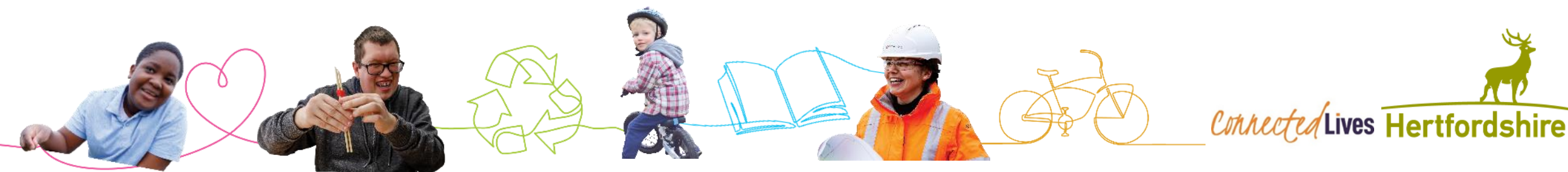# Connected Lives Induction

An overview of Connected Lives

Overview

A model for social care that places more emphasis on prevention, enablement and community opportunities.

"the core purpose of adult care and support is to help people to achieve the outcomes that matter to them in their life"

The Care Act 2014

Principles of Connected Lives

- The principles are embedded in everything we do
- Connecting people to real lives so they can live independently in their local community, supporting them to achieve their goals as individuals
- It's not just about connecting people to other people – it could be:
  - Services
  - Work
  - Technology
  - Activities in their local community

Principles of Connected Lives

Principles:

1. Independence and Citizenship
2. Every contact is strength based and risk positive
3. Think Community
4. Safeguarding
5. Clear understanding of the legal framework for adult social care
6. Timely and defensible decision making and recording
7. Embed Connected Lives at every step
8. Working with partners and providers to deliver good outcomes
9. Support for our staff

Applications:

1. Enable the person to determine and achieve their goals
2. Focus on what the person can do and support them to take risks that build on their strengths
3. Empower the person to connect to their community through local services and opportunities
4. Be aware of potential abuse and ensure the person is safe and protected
5. Ensure all legal obligations are met and the person's wellbeing informs all support
6. Recording should be proportional and written in plain English
7. Support should prevent needs escalating and enable people to achieve their goals
8. Collaborate with the person and other services to provide holistic support
9. All staff must be supported to develop their skills

Connected Lives Hertfordshire

Connected Lives
A model for Hertfordshire

Connected Lives

Connected Lives
Connecting people to people, services, technology, networks, communities, aspiration and real lives

Connect & Prevent

Connect & Enable

Connect & Support

Assessment framework and approach for everyone
Connect and Prevent
Connect and Enable
Connect and Support

Connected Lives
A model for Hertfordshire

Strength & Risk Positive

What will help people manage their own lives?

Reignite the strength in people so they can be more independent

Taking risks is something we all do to make life better and achieve goals, this must happen in care too

Support people to be more in control

Support people to choose how and what they want to achieve

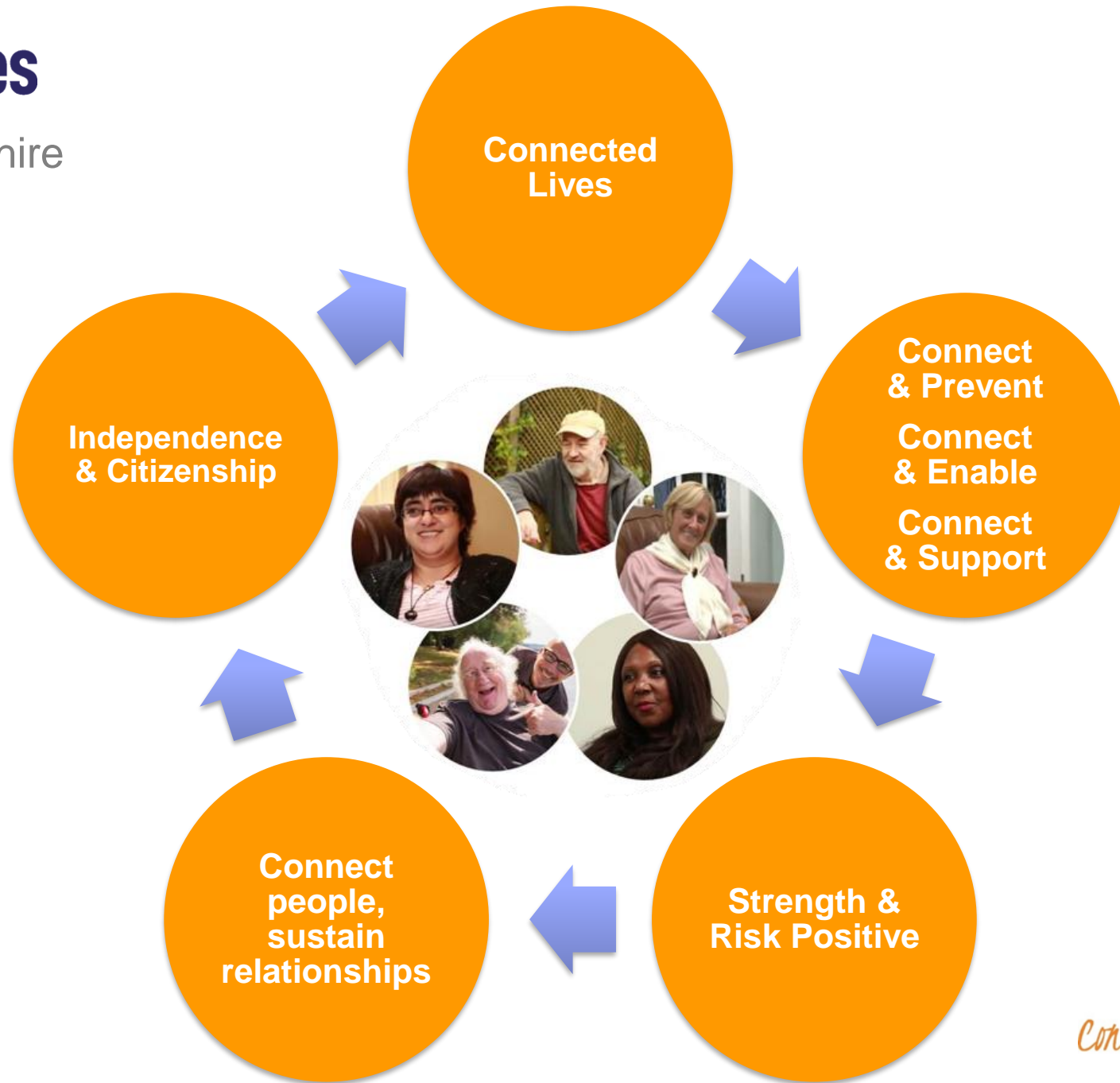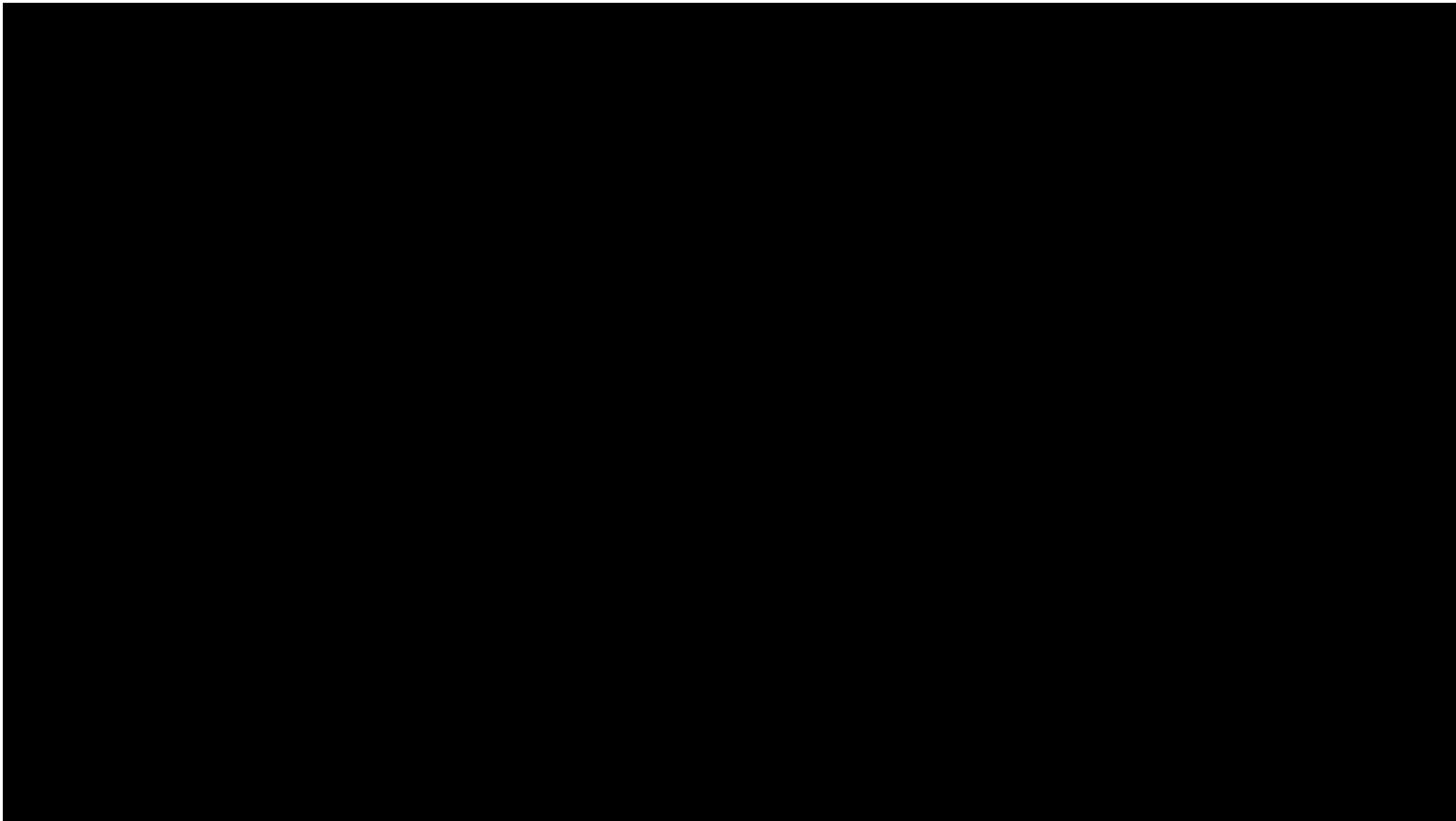Care should make lives better, not restrict and disable

Independence & Citizenship

Everything should enable citizenship – beyond just good care

Independence doesn't just mean not having a service - a service may give people independence

We must cater for fluctuating needs and care should be stepped up and down as needs change

Joan's story

Joan is 78 and lives alone. She was recently discharged from hospital following a fall and needs some support to get back to enjoying her life and independence.

The social worker who carries out her Connected Lives assessment plays a clear role in this, but so do many other roles…

Discussion: how does your role apply to Joan's story?

We are all part of *Connected* **Lives**

Care home worker
Supports Joan during her short stay to rebuild her strength and confidence moving around

Home care provider
Supports Joan to manage her personal care with dignity

Meal-at-home provider
Ensures Joan has exciting options for meals until she is able to cook for herself again

Joan's story

Day opportunities staff
Support Joan to rebuild her strength, confidence and mobility

Everyone providing support in Hertfordshire contributes to Connected Lives

Connected Lives **Hertfordshire**

Case Study: John

Jan '21

John is referred to Day Services

He has complex health issues, feels weak and isolated, and cannot walk unaided. He falls on his first day at the Day Service.

Dec '21

John starts to show more confidence

John starts to walk with a stick, instead of a frame, and is clearly much stronger, happier and more social. He starts participating in more activities

**August '22**

A lady called June catches John's eye

The Day Service team start working with John to help him get stronger by doing 'light and lively' keep fit sessions so he can achieve his dream and propose to June on one knee.

Dec '22

John gets down on one knee and proposes to June in front of all of friends!

John now walks 2 miles a day unassisted, and lives a happier and healthier life

Case Study: Jen
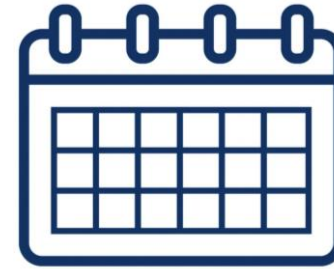
Jen is having difficulties at work

She was having issues with her co-workers and was worried she would lose her job

Jen's support workers got involved to help

They worked with Jen's manager to find a solution

Jen and her support workers found a solution

They created new resources to help Jen at work

Jen is doing much better at work

Jen was able to keep her job and improve her performance and relationships

Connected Lives personas

- These handy guides show how Connected Lives can be put into practice by everyone by service providers

- They can be used for personal reflection or in discussion with your manager to support your ongoing development journey

Provider Services

Provider Managers

Support Workers – this persona applies to anybody providing care and support to someone such as Care Staff

Role: Support Worker (Agency)

What is Connected Lives?

Connected Lives is the model that Hertfordshire County Council uses in delivering the Care Act and this guides how anyone supporting people in Hertfordshire should work. Connected Lives is a person-centred model that aims to keep people connected to their communities and maximise their independence, choice and control.

Connected Lives means tailoring your approach to the person and the outcomes they want to achieve. Doing this requires taking time to get to know the person, their aspirations and challenges, and the communities they are in. Connected Lives also shapes how we work more generally with our colleagues, partners and providers.

Connected Lives in Practice

✓ Work in an enabling way and use positive language remembering that I support the person to do things, I do not do the things for or to them

✓ Look for opportunities for the people I support to increase their choice, wellbeing and independence

✓ Positively manage risk to enable people to take appropriate risks to achieve the outcomes that matter to them

✓ Enable people to make meaningful choices, try new things, meet new people and have new experiences

✓ Ask questions and discuss issues with others so we can all improve how we work

✓ Listen and work to understand what the people I support want to give them choice and control

✓ Respect the views and choices of the people I support

✓ Approach my work positively and focus on what people can do and not what they can't do

✓ Promote the citizenship of people and enable them to be part of their community

✓ Stay aware of what community opportunities are available in the area around me

✓ Take into account the person's carers, family and friends

✓ Ensure people are safe from abuse or neglect

These are some of the ways that you can demonstrate the Connected Lives approach in how you work by being person-centred, strength-focused and risk-positive

![Hertfordshire logo] **Connected Lives**

Role: Support Worker (Agency)

Connected Lives Considerations

- How will you ensure you always work in a way that is person-centred, strength-focused and risk-positive?

- How will you enable people to increase their choice and independence?

- How will you keep the person at the centre of and actively involved in their support including for those with more complex need?

Goals

- Support people who use services to maintain and improve independence and wellbeing

- Ensure care and support needs are met in safe and supportive environments through personalised approaches that give people choice, control, and meaningful relationships

- Get to know the people I support and enable them to increase their independence and quality of life through meaningful engagement

Challenges

! Sometimes I don't feel I have enough time to have meaningful interactions with the people I support when I have many set tasks I have to support them with → I can make the time completing the task meaningful by engaging the person in the task

! I'm not always sure where to go to for information about Connected Lives and need training to understand the model and support to put it into practice → I can talk to my colleagues and manager to learn from them and find out more about Connected Lives

! If a person's needs or outcomes change, getting in contact with the required practitioner to update this can be difficult → I can advocate for the people I support and work with my manager to keep their support plan up to date

! When trying to use risk-positive, creative approaches I can be met with resistance from others including families and practitioners → I can support others to change their approach and always champion the needs and wants of people I support

! As I do not regularly work with the same people, I may not know what outcomes are important to them or how best to support their Connected Lives journey → I should refer to and follow their support plan whilst offering choice and the right amount of support that focus on their strengths and build their independence

! My service is sometimes spoken about negatively, undermining the valuable work I do → By following Connected Lives principles I can demonstrate that the work I do is important and provides vital support that enables people to increase their wellbeing

Connected Lives Resources

Visit ConnectedLives | HCPA for more information and resources including

Practice guides

Connected Lives personas

Connected Lives Practice Principles and Commissioning Principles

Tips for Monitoring

FAQs

Training Resources

Videos and animations

E-Learning An Introduction to Connected Lives

E-Learning Connected Lives outcomes

Questions

Creating a cleaner, greener,
healthier Hertfordshire