Role: Manager for Support Providers

This persona is a self-reflection tool and should be used to support you to consider how you can continually develop and improve your Connected Lives practice

Questions about Connected Lives

What more do I need to learn and understand about Connected Lives?

- How will I ensure I always work in a Connected Lives way?

- What more can I do to support my staff to use a Connected lives approach beyond using personalised support?

- How do we make Connected Lives work for those with complex needs or dementia?

- How do we record, measure and evidence what we do?

- How are our care plans with Connected Lives outcomes reviewed?

- How will I continue to develop and embed Connected Lives into how I work?

Goals

How do I achieve these goals each day?

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

- Support my staff to continually develop their practice in line with the Connected Lives Principles

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

Challenges

How do I manage these challenges?

- With stretched resources, staff vacancies and high demands, building Connected Lives into my work is challenging especially when my staff do not feel they have enough time

- 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

- It can be difficult to reach staff with different working patterns and agency staff making achieving consistency difficult. Maintaining contact with the relevant practitioner can be difficult even when their continued involvement is needed

- When encouraging the use of risk-positive, creative approaches can be met with resistance from others including my staff, families and practitioners

- My service is sometimes spoken about negatively, undermining the valuable work I do

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Understanding of Connected Lives

Where do I sit on this scale? How can I increase my understanding?

No knowledge ←———————————————→ Excellent knowledge
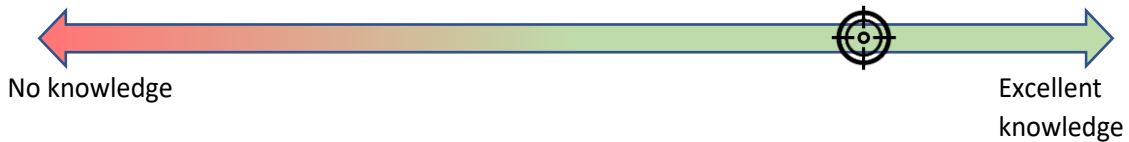
Which of these statements describes my knowledge the best?

- I have very strong knowledge of Connected Lives and have fully embedded the approach into how I work

- I have good knowledge of Connected Lives but I'm not sure how to evidence this in care and support plans

- I thought Connected Lives was just our assessment framework and realise I need to think more broadly about how Connected Lives applies to me

Impact of Connected Lives on work

How do I keep Connected Lives at the centre of my work?

- I can approach my work more holistically and really get to know the people we support using this person-centred, outcome-focused, strength-based, community-focused, risk-positive approach. Connected Lives goes beyond delivering good care to supporting people to increase their independence and quality of life. This gives me and my staff space to have more meaningful engagement with people as support is less task focused.

Preferred communication methods

How can I stay involved in conversations about Connected Lives?

- Manager cascading information and 1-1s

- Leaflets, posters and other physical resources that I can see at work in a variety of formats

- Focused and targeted training

- In-person meetings and team discussions

- Emails