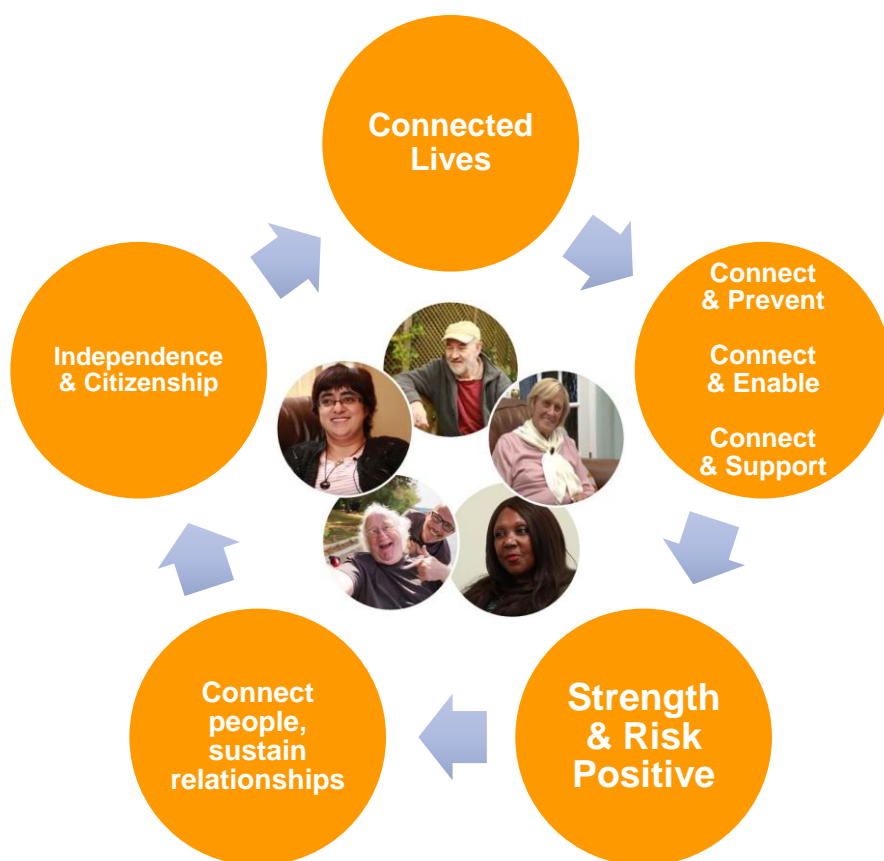


## Role: Support Worker (Agency)

### 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*

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### 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