

Learning from

Wellbeing Teams

Helen Sanderson Associates

helen sanderson
associates

The logo graphic consists of three small squares in a row: a yellow square, a green square, and a blue square containing a white circular icon with a stylized 'S' or spiral design.



How can we...

...give people
choice, control,
and improve
health and
wellbeing?

...create
effective,
self-managed
teams?

...focus on
outcomes?

...funded by the
State

What is different? How support is delivered



Co-production

- Person's priorities & outcomes
- Co-design service



Whole person focus

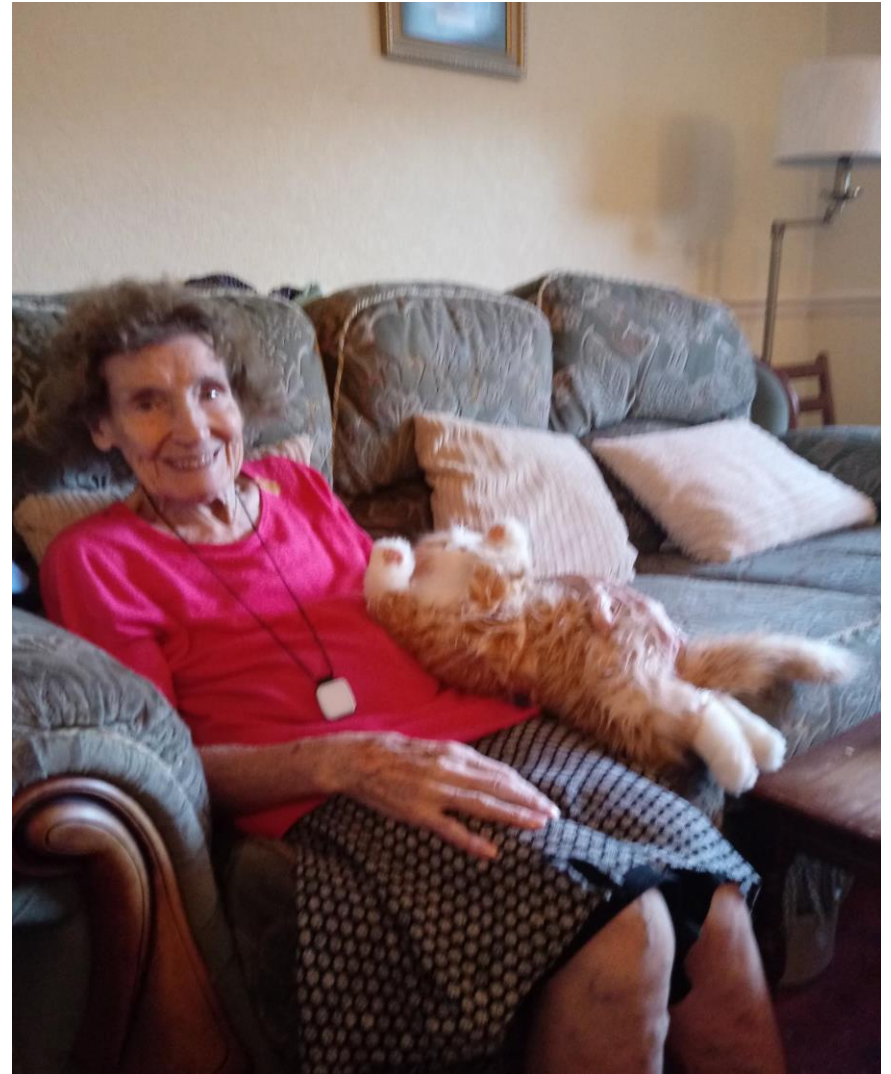
- What matters to you
- Asset-based
- Wellbeing

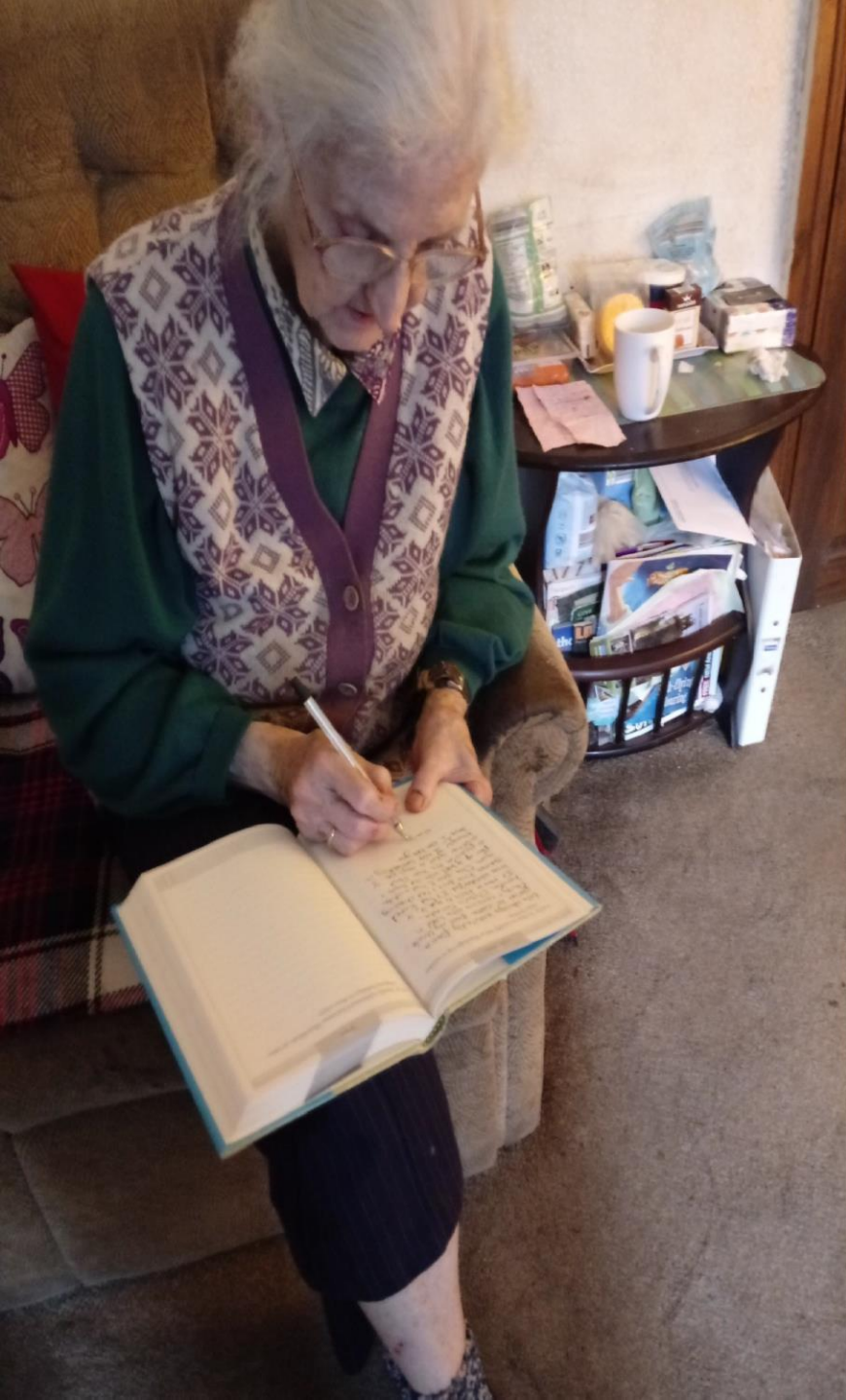


Build capacity and connections

- Support Sequence
- Community Connections

Challenging Boredom: Good Days at Home





Challenging loneliness: Good Days in Community



What is different? How support is organised



Self-managed
teams



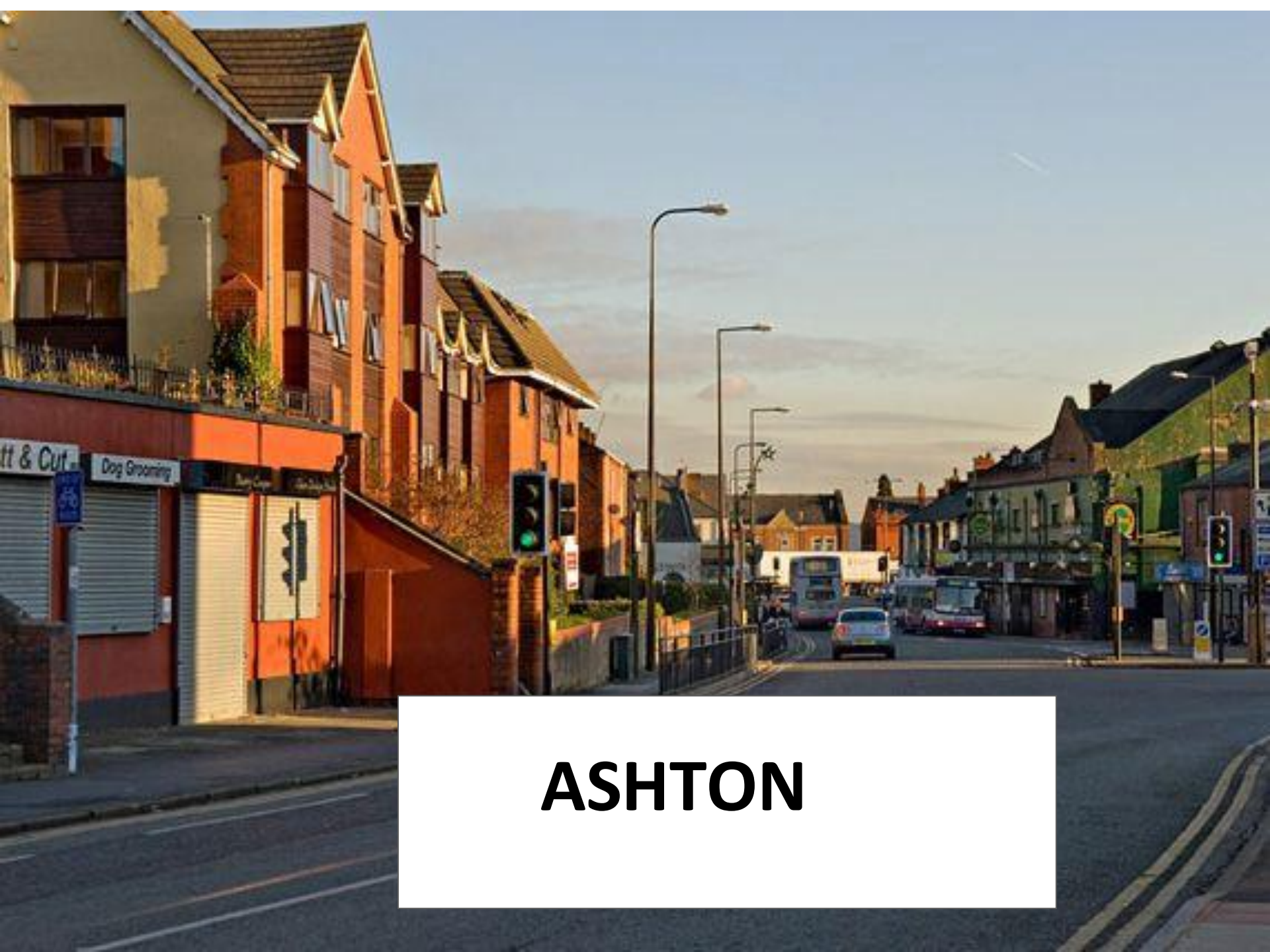
Whole person to
work



Neighbourhood-based

PHASE 1:

**CAN WELLBEING TEAMS WORK
WITHIN TRADITIONAL
COMMISSIONING PRACTICES?**



ASHTON



ABINGDON

Inspected and rated

Outstanding



CareQuality
Commission

Wellbeing Teams Achievements in Wigan

First provider to pay 7
hour shifts

First provider to have
weekly self-managing
team meetings

Rated CQC
Outstanding

First provider to have a
Social Prescriber /
Community Connector

First provider to use
Virtual Reality, Alexa
and wearables

First provider to use
electric bikes

First provider to offer a
monthly programme of
social community events
(including a Death Cafe)

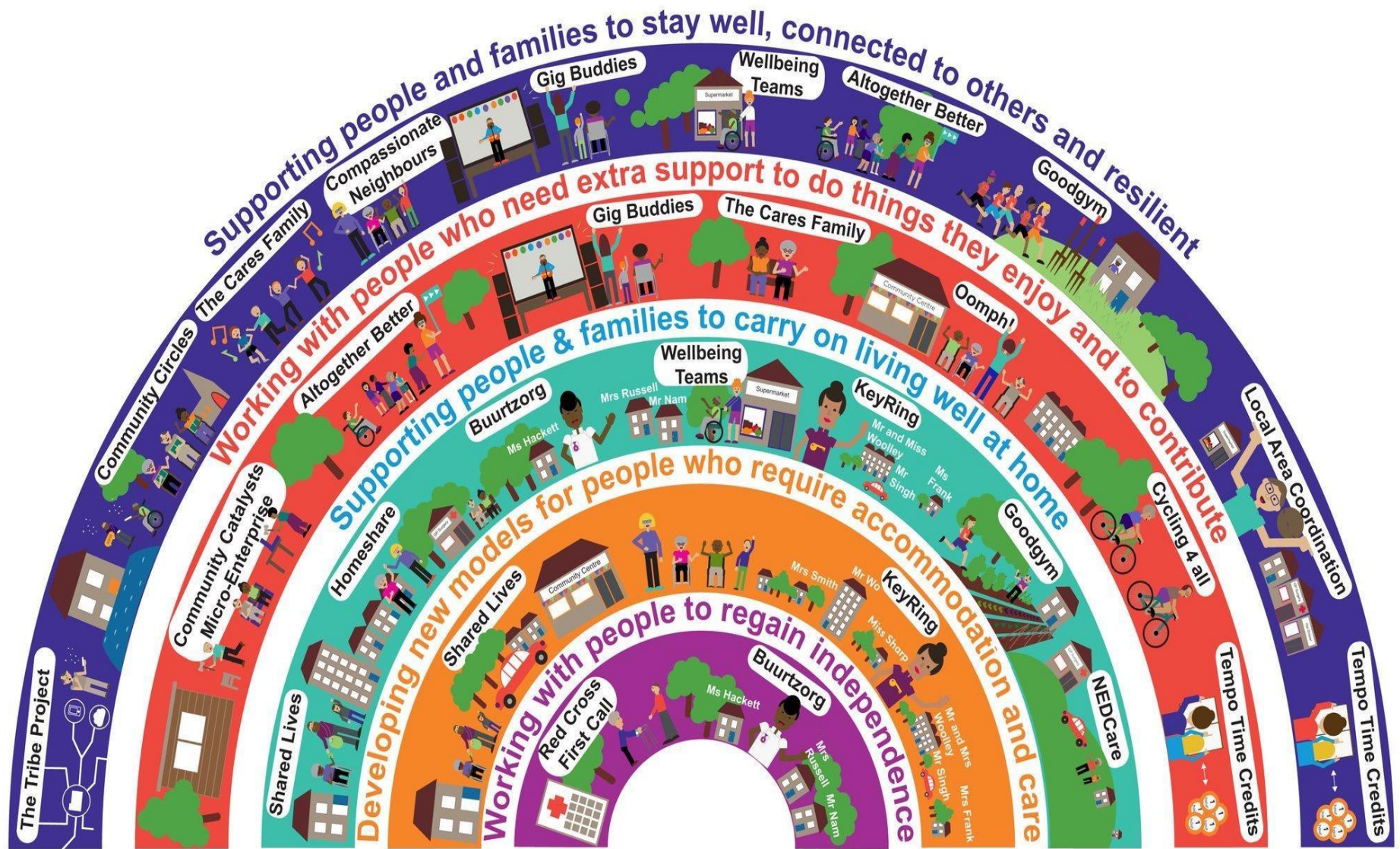
First self-managing
teams in home care

First provider to have
Co-Production Partner

Led the way with Values
Based Recruitment

Monthly team survey on
wellbeing and
engagement and acting
on results

First provider to offer Life
Story books and carry
pamper kits



Innovations in community-centred support

There are many community centred approaches out there: this is a tiny selection. More information can be found on the Think Local Act Personal website.

PHASE 1:

**CAN WELLBEING TEAMS WORK
WITHIN TRADITIONAL
COMMISSIONING PRACTICES?**

PHASE 2:

**PLACE-BASED COMMISSIONING
AND PERSONAL
HEALTH BUDGETS**



TILBURY AND CHADWELL



5x

less turnover

1/3rd

less sickness

5x

less likely to go to hospital

Wellbeing Teams in Thurrock

Team members paid salaries and full shifts

Self-managing teams with shared roles and weekly self-managing team meetings

Delivering 'Tilbury and Chadwell Circle' with monthly social events available to all to build connections around shared interests

Focus on bringing whole self to work and wellbeing and building on team members' hobbies and aspirations

Uses Values-Based Recruitment and attracted people from outside health and care

Using technology – from an App Wheel to Virtual Reality, Alexa and wearables

Focus on place with neighbourhood teams of local people working closely with Local Area Coordinators and Community LED Support

Offer everyone a Life Story book and team members use 'Pamper Kits' – always looking for ways to 'make someone's day'

Moved from 'time and task' to 'allocate resources flexibly'

Focus on what matters to people and their personal priorities using the 'Support Sequence' to consider self-care, technology and community solutions

Deliver reablement as well as practical care and support

Work closely with health, including delivering some health tasks




BelleVie

**Camden
Council**



How can assessment feel like a conversation?

Ben Rosamond



**We ask people
to tell their
story once**

**It's a conversation -
not a form to fill in**

**Information is
specific and
detailed - so that
it is useful**

**We explain why -
the purpose of
the information
we're collecting**

**Have a
conversation**

**Some underpinning
Principles**

**Strengths
based**

Reciprocity

**Co-design
and
co-production**

We focus
on what
matters

**We go at the
person's
pace**



The initial conversation

Capturing and recording information

Using these cards

These cards are a step-by-step resource for wellbeing team workers. They show how to capture and record the information you need to enable you to:

- Learn about what matters to the person
And how to support them well
(including managing risks)
- Design the service together
- Match the wellbeing team workers to the person
- Meet statutory requirements

These cards are intended to be used alongside the wellbeing support plan.



Good days at home and in the community

Getting together for more Good Days

Are you interested in getting together with like-minded people in the afternoon to have a chat, have fun or try a new hobby?

Please help us find out what you are interested in trying, and we will get started with the most popular ideas, find out when and where we could do these, and get back to you with dates, times, costs, and how we can help with transport.

Please tick whether you are interested, and put a 1, 2, or 3 in the priority column next to the activities you're most interested in.



Activity	Interested?	Priority
Afternoon Quiz A chance to get together, have lunch together and a fun afternoon quiz.	Yes / No / Maybe	
Reading Circle Join fellow book lovers and discuss books you have read recently and choose books to read over the next month to talk about.	Yes / No / Maybe	
Go to the Movies Enjoy a matinee with us at the local cinema, and a chance for a chat too.	Yes / No / Maybe	
Ten Pin Bowling A game of friendly Ten Pin Bowling, with lunch or a cup of team or coffee.	Yes / No / Maybe	
Come Dine With Me We are looking for small groups of 3 – 4 neighbours who would be interested in getting together for meals at each others houses. You don't have to cook, we can arrange for pre-cooked meals or take aways.	Yes / No / Maybe	
Out for Brunch or Lunch Getting together for Brunch at 11am or lunch at 1pm in local cafes or restaurants.	Yes / No / Maybe	
Crafty Creations – Rock Painting Try a new craft with us, creating painted rocks for home or the garden, or even hidden around local parks and gardens for other to find.	Yes / No / Maybe	
Theatre Join us for a trip to the local theatre.	Yes / No / Maybe	

Gifts of the Head, Heart and Hands

Gifts of the Head, Heart and Hands

In Wellbeing Teams we want you to bring your whole self to work. We learn about each other through our one-page profiles and work histories. We want to build on this, and learn more about your gifts and passions so that we can think about how we can use them with the people we support. We think everyone has gifts, we don't often think of them this way. It is more about what you are enthusiastic about than what you think you are particularly good at.

On this side of the page, please tell us about your gifts, and on the other side tell us about what you are passionate about (or interested in). We also want to know what you might want to try, learn or develop your skills in.



Gifts of the head

What you know about that you could share with others?

If you were on Mastermind, what would your specialist subject be?

What do you love talking about that other people might be interested in learning about?

Gifts of the hands

What do you know about doing - carpentry, cooking, guitar, gardening?

What would you love to show or share with other people - we are looking for passion not that you are an expert in it.

Gifts of the heart

What do you particularly care about? Children, environment, politics?

Are there causes that matter to you? What charities do you support?

What would you like to change about the world?

Mini - profile

My mini-profile



My name is...
Emily McArdle

What people like or appreciate about me

- Positive – sees the good in others
- Quick thinking
- A 'can-do' person

What is important to me

- Spending time with my family every weekend and at least a couple of times a week, walking the whippets, maybe a meal out or just having a dance in the kitchen
- To play my part in the local community – I am a governor at a local school and I'm a volunteer tour guide in Port Sunlight
- Meeting with my reading groups (I'm in 3!) every few weeks and trying books I wouldn't usually pick up
- To see the fun in things and laugh every day
- To work with people who share the same values, trust each other and have a real commitment to doing the right thing

The Support Sequence



1. Yourself



2. Technology



3. Equipment and Adaptations



4. Family, Friends and Neighbours



5. Community



7. Support



6. Services or Setting



The Support Sequence



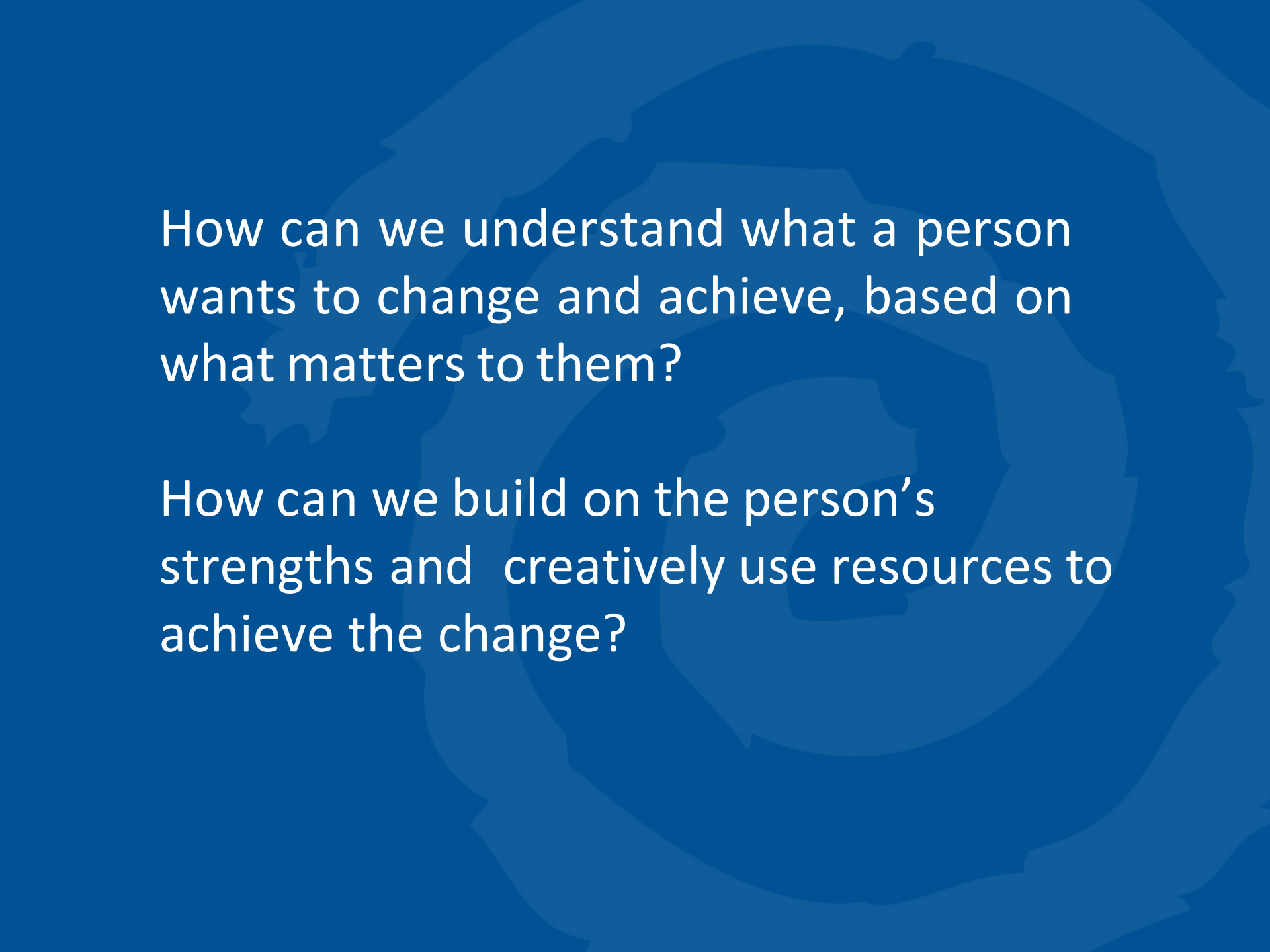


What would be helpful
for us to explore
further during the
workshop?



How can we practically deliver on outcomes using The Support Sequence?

Michelle Livesley



How can we understand what a person wants to change and achieve, based on what matters to them?

How can we build on the person's strengths and creatively use resources to achieve the change?

The Support Sequence



Before you start:

What have you tried and learned already?
What ideas do you have?

Now let's look at the **Support Sequence** to generate other ideas...

7. Support

For young people

Could additional specialist support help?

For adults

Could you organise support that could help?
If you already have a provider, is there anything they could do/differently?

6. Services or Setting

For young people

What could your school or college do to help?
What is available in the local offer?

For adults

Are there any general health or social services that could help? What is available through universal services?

1. Yourself

How can you build on the strengths and qualities that you already have?

What else could you do to improve your knowledge, skills or confidence?

2. Technology

Are there any apps or technology that could help?

3. Equipment and Adaptations

Are there any products or equipment that could help?

Are there any physical changes that could be made to your home or environment that could help?

4. Family, Friends and Neighbours

Is there anything that your family, friends or neighbours could help with?

5. Community

Are there places, groups or events happening in your community that could help?







What would be helpful
to explore further
during the workshop?



How can we take stock and move forward using Person-centred Reviews?

Ben Rosamond

- *Vpdatr* ""J.atmottur to₁""
- *Wl.otr* ""ri<ia9/,,,t,,,ki*9 f.o.,
d.<.,* p*1p<illf
- /10 o,r *Wl.dotr* on J.lve-ri119 ovte.o,nr1
*d ""*9 ti,, bud, ti
- *Vpdatr*,o*o*po9* prof.le o*J ,,,,,,
Joa ' , rrk

Who's here?	What we appreciate about ...?	Progress on actions	What is important to ...?
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Aspirations or if I could I would	Assessed need (important for)	How best to support?	Questions to answer
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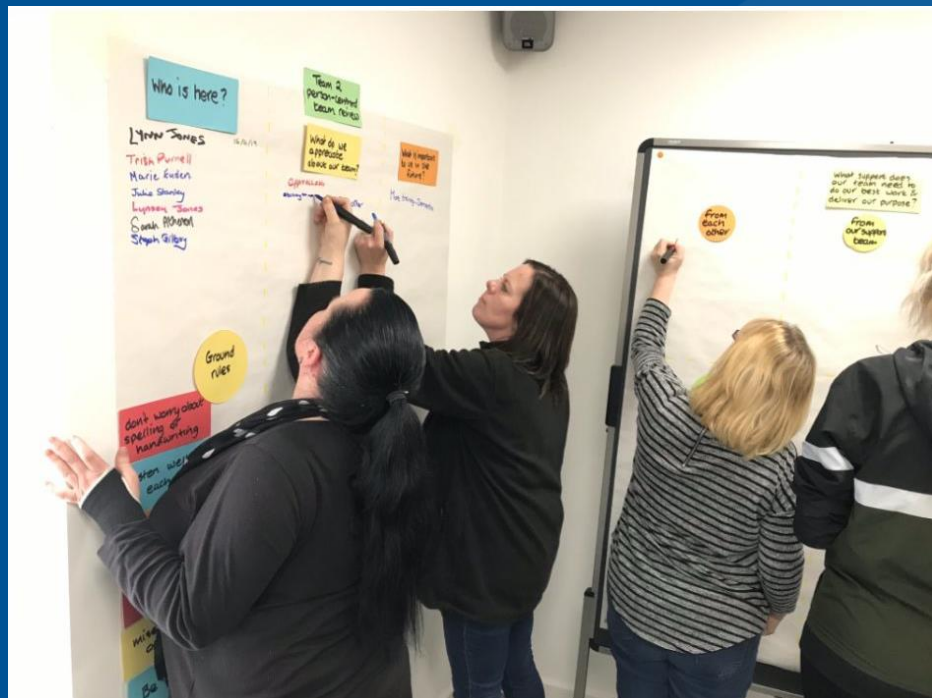
<div> <div>✓</div> <div>⊗</div> </div> <p>What is working and not working from different perspectives</p>

About:

- 1 Health
- 2 Wellbeing
 - Employment, recreation and learning
 - Home
 - Friends, relationships and community
 - Choice and control
- 3 Personal Budget

My outcomes	Goals and actions		
	What?	Who?	When?
	Date of next review		







What would be helpful
to explore further
during the workshop?



Take a break!



How can we recruit for values?

Michelle Livesley

10 Key features of Values Based Recruitment in Wellbeing Teams.

We approach recruitment based on the idea of **Mutual fit**

Recruitment is **Values-based**

The recruitment process is designed to demonstrate the **organisation's values**

Everyone is a recruiter to the team.

Coproduction - Recruitment decisions are made by and with the team, the manager and coproduction partners who are experts by experience.

We decide who to look for using a **marketing approach**

Groups-
We use workshops rather than interviews

Recruitment, induction and probation are led by the same people offering **continuity of experience**

We **invite people to invest time and energy**. We ask people to prepare before a workshop, and invest 2 - 3 hours with us.

We make sure we **learn from everyone involved**

Candidate Experience



Could this be you? Wellbeing Worker



What people like about you

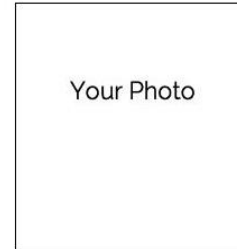
Warm, friendly, reliable, full of energy, a great listener, flexible, a good problem-solver, helpful, honest, trustworthy, someone with a 'can-do' attitude, confident, self-motivated, caring, generous and kind.

What matters to you

- **People:** you are a people person, you love getting to know other people, spending time with people and working as part of a team. You would describe your family, friends and neighbours as very important in your life.
- **Your community:** you enjoy knowing your local neighbourhood, and being connected to what is happening locally – whether that is as a member of local groups, or just being in touch with your neighbours.
- **Making a difference:** you love to know that you are making a difference in people's lives, and making a positive difference in the world, however small this may be.
- **Trying new things and being up for a challenge:** you love having a go, trying something new, are up for learning new technology, and having variety in your life and work.
- **Being busy:** you are not one for standing still or being bored. You love being on the go. You have lots of interests and hobbies (when you have the time!).
- **Being flexible and using your initiative:** you would hate to do exactly the same job in the same way every day and love variety and you are a bit of a risk taker.
- **Taking responsibility:** you are happiest working in a supportive and connected team making decisions together and trying new ideas.

How we will support you

My One Page Profile



What People like and admire about me:

What matters to me:

How best to support me:



Recruitment workshop



What would be helpful
to explore further
during the workshop?



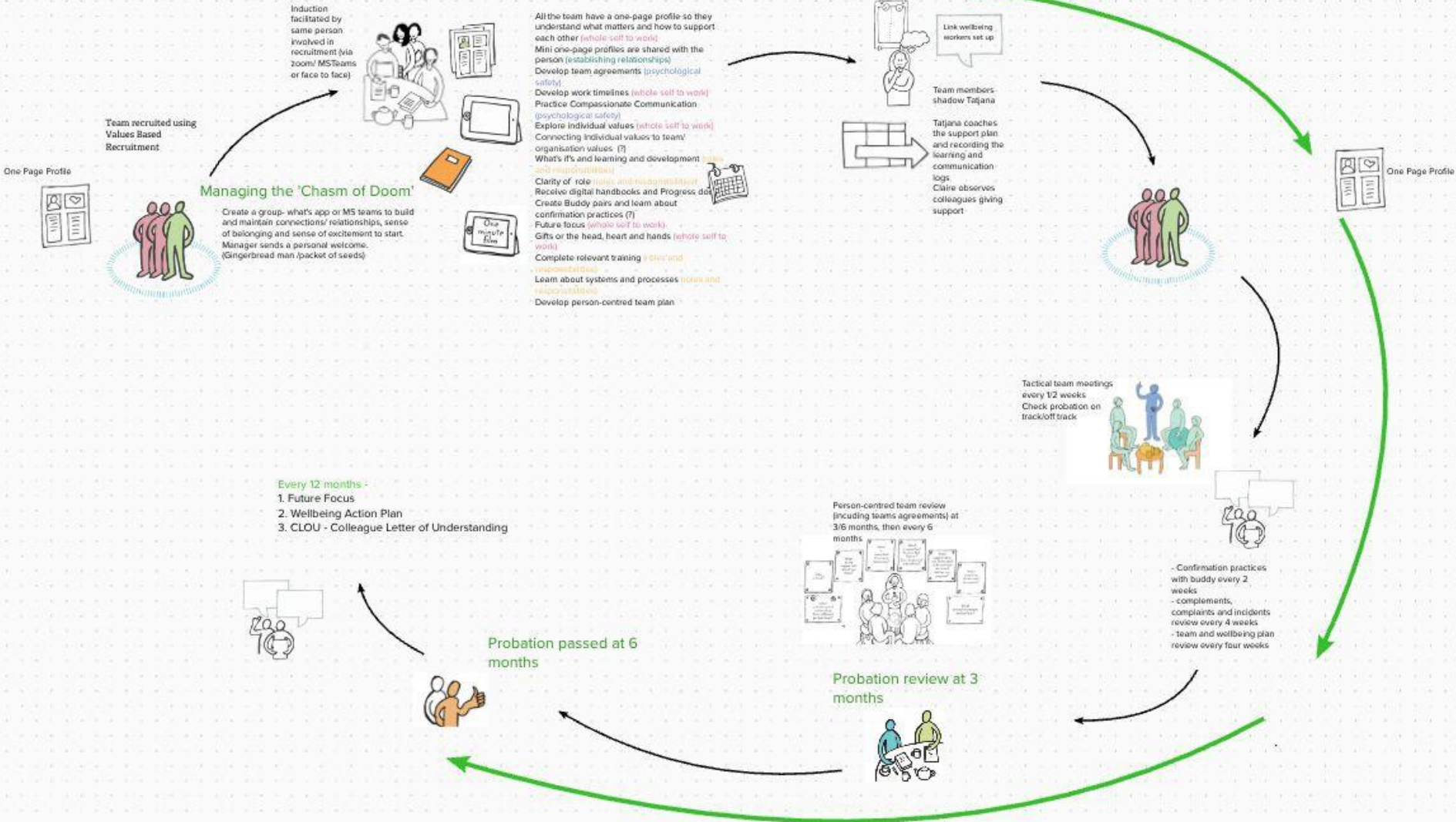
How can we retain team members and support them to thrive?

Emily McArdle

Colleague Journey

Probation period

Induction



10 promises to team members



You will be part of a team that makes the decisions that matter together



You will develop through feedback and recognition from colleagues and coaches



You will have a balance of structure and the space to be creative



You will feel like you belong and be connected to your team



You will be inspired to bring your whole self to work



You will be supported to focus on your own wellbeing



You will have a range of opportunities to advance your career



You will be supported to develop your strengths, to learn and to flourish



You will see the impact and difference you make by working with purpose



You will be part of changing the future of care

Team agreements help with psychological safety

Our Team Agreements

helen sanderson
associates

- We choose courage over comfort and we do what we believe is right, not what is easy.
- We ask for feedback to help us grow and develop and we are courageous in asking for feedback beyond performance. We share our priority areas for personal growth and development and we ask for specific feedback related to this. If we have said 'no check' for feedback for 3 weeks we raise it as a tension.
- We ask for what we need and make it clear, what's possible, what's OK, what's not OK and why and we 'paint done'
- We trust that we are acting with the best intent.
- We say as soon as we are aware that something is getting in the way of delivering our work and ask for what we need.
- We know somethings will go wrong. When we make a mistake we own it, say sorry and do what we need to make it right, and learn from it.
- We use tactical meetings as a space to share our failure, shame, guilt and learning. We actively contribute to creating a culture of shared learning, transparency and trust.
- When we notice that one of us hasn't delivered on a deadline or commitment we expect each other to communicate this with clarity and compassion. We pay attention to our own and other's Trello tasks.
- We trust that we keep each other's confidences unless we have permission to share.
- We take care of and nurture our relationships.
- We give and ask for clarity so that our expectations of what needs to happen are the same.

Our Purpose
To do whatever we can to support people to live well at home and be part of their community

Our values
Compassion Responsibility Curiosity
Creativity Flourishing

Team Agreements

- Our dress code
- Black or dark pants or jeans
 - Suitable tops, not revealing and fit for work.
 - Flat shoes, no sandals
 - hair tied back and tidy
 - short nails + no jewelry - to be minimal acrylics.
 - Black jacket and bag to be worn/used
 - minimal makeup

- getting together outside of work when possible so that it feels like we have more personal

- To have each others backs and contribute to a supportive team

- We only use a phone when supporting someone if it's directly related to their care and support. We always explain what we are doing and why.

- We support each other to develop professionally and personally

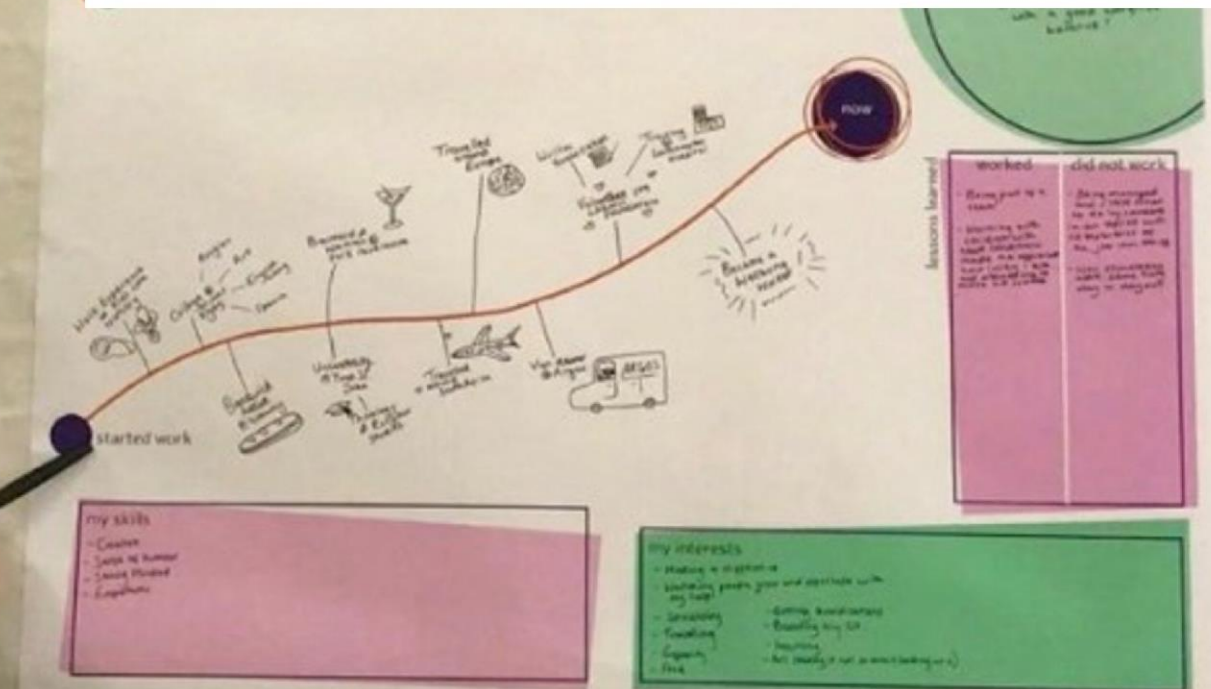
- We are open, honest, and disclose everything (good or bad) and voice any concerns

- to recognise each others strengths and encourage these to be shared

- if we don't know the answer, we find it!

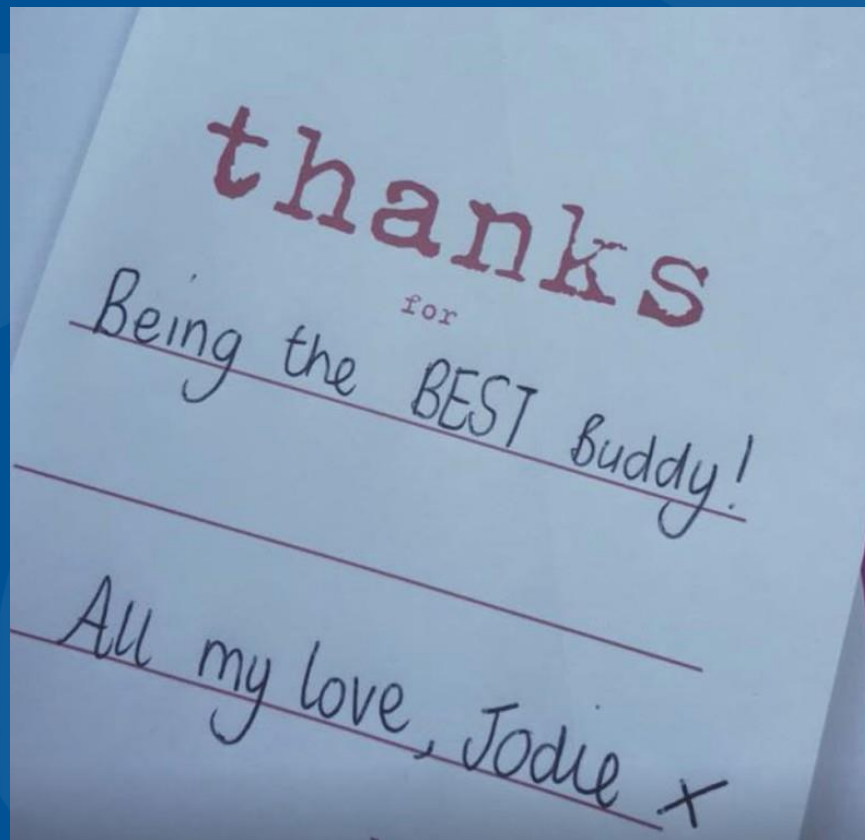
- when on shift, we turn on slack notifications, we check and respond to them between visits

My Work Timeline - Rebecca



Appreciation Book

Emily





What would be helpful
to explore further
during the workshop?



How can we create compassionate workplaces?

Emily McArdle

Staying safe – working on your own

As your employers, it is our job under the Health and Safety at Work Act to make sure you are safe at work. This means we have to assess the risks of lone working, violence, assault and verbal abuse, and protect you from those risks as far as we possibly can. However, the Health and Safety at Work Act also asks you to play your part in this.

What you need to know

We will undertake a risk assessment of your work activity, and then we will take all reasonable steps to control and reduce the risk of:

- Violence
- Verbal abuse
- Intimidating behaviour
- Working alone

Where we have identified that there may be an increased risk, we may put in place the following things to help:

- Providing you with a personal alarm.
- Making any changes to the working environment that we possibly can.
- Providing you with a phone.
- Training to help you identify any situations that might be dangerous, and to find ways that you might be able to manage them.
- Reviewing and updating the care and support plans of the people you are supporting.

What you must do



It is your responsibility to:

- Follow agreed policies and procedures. Once you have been trained to understand the risks to you at work and we have put measures in place to deal with them, it is your responsibility to follow any policies, procedures and working practices so you don't put yourself or others in danger.
- Report any incidents. You should report any incidents immediately to the person responsible for this, and you must complete an incident report as soon as possible. The responsible person may tell you to notify the police.
- Carry your personal alarm if you are given one, and have your phone with you and charged at all times.
- Tell us if the plans we have put in place are not working correctly.

Get in contact with the Practice Coach on the same day if there is an incident in which you or somebody else was at risk or was hurt.

What you must not do



- Do not work in a way that puts you or others in danger, or does not follow the agreed ways of working to protect you.
- Do not fail to report any incident where you have been at risk.
- Do not assume that somebody else will report it if something is not working well to protect you and others.

Full Policy names:

- Health and Safety: Personal Safety
- Lone Working Policy



torn

stressed

connected

shocked

scared

powerless

inspired

hopeful

numb

peaceful

amused

nervous

happy

irritated

impatient

anxious

worried

upset

calm

weary

awed

hopeless

unsettled

eager

engaged

excited

lonely

tense

confident

confused

uncomfortable

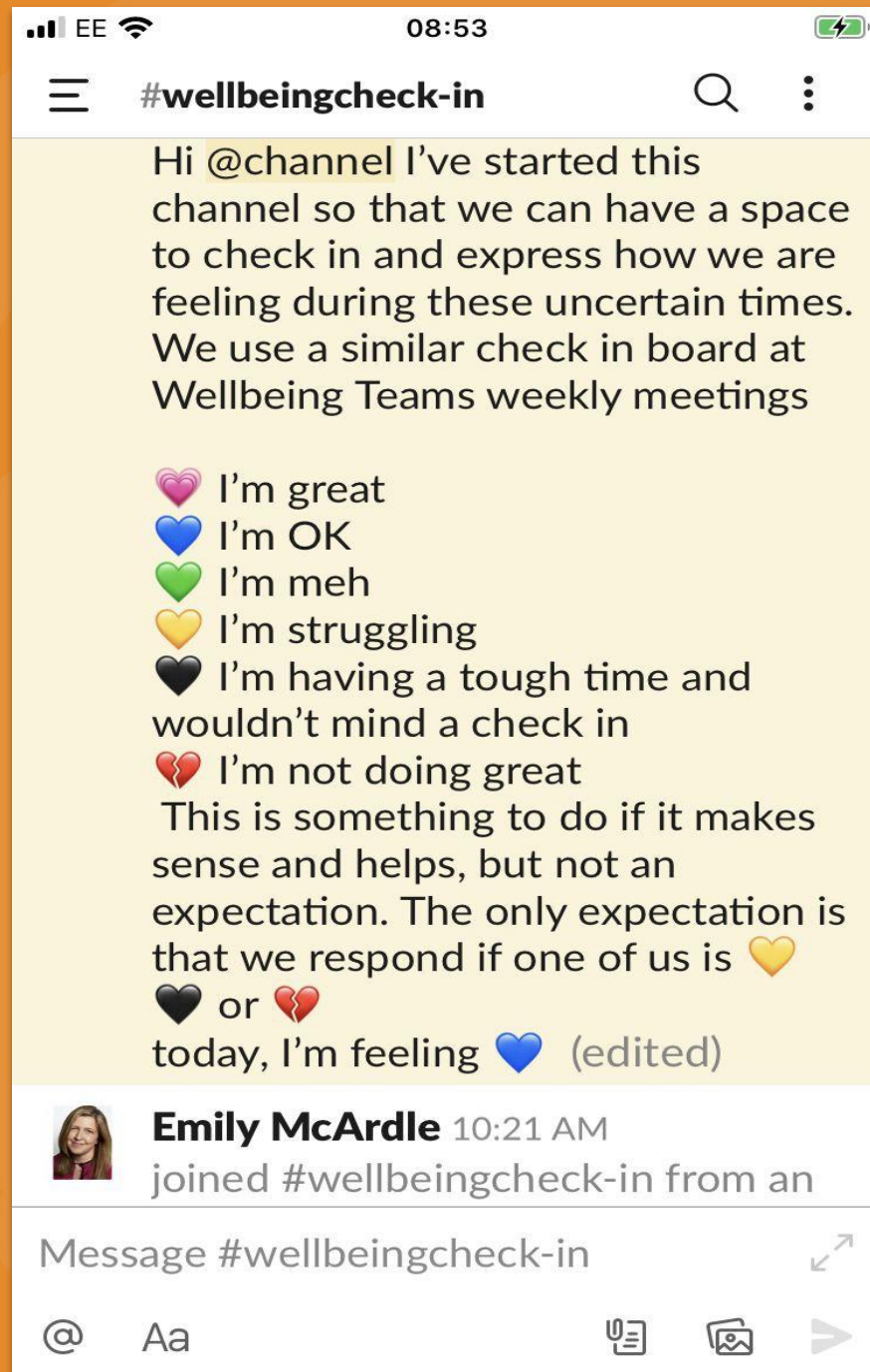
curious

vulnerable

Feeling Words

WHEN NEEDS ARE NOT BEING MET	WHEN NEEDS ARE BEING MET
Hostile Animosity, Antagonistic, Appalled, Aversion, Cold, Contempt, Disgusted, Dislike, Distain, Hate, Horrified, Repulsed, Scorn, Surly, Vengeful, Vindictive	Exhilarated Ecstatic, Elated, Enthrilled, Exuberant, Giddy, Silly, Slap-happy
Angry Enraged, Furious, Incensed, Indignant, Irrate, Livid, Mad, Outraged, Resentful, Ticked off	Excited Alive, Amazed, Animated, Eager, Energetic, Enthusiastic, Invigorated, Lively, Passionate
Annoyed Aggravated, Bitter, Cranky, Cross, Dismayed, Disgruntled, Displeased, Exasperated, Frustrated, Grouchy, Impatient, Irlked, Irritated, Miffed, Peeved, Resentful, Sullen, Uptight	Inspired Amazed, Astonished, Awed, Dazzled, Radiant, Rapturous, Surprised, Thrilled, Uplifted, Wonder
Upset Agitated, Alarmed, Discombobulated, Disconcerted, Disturbed, Disquieted, Perturbed, Rattled, Restless, Troubled, Turbulent, Turmoil, Uncomfortable, Uneasy, Unnerved, Unsettled	Joyful Amused, Buoyant, Delighted, Elated, Ecstatic, Glad, Gleeeful, Happy, Jubilant, Merry, Mirthful, Overjoyed, Pleased, Radiant, Tickled
Tense Antsy, Anxious, Bitter, Distressed, Distraught, Edgy, Fidgety, Frazzled, Irritable, Jittery, Nervous, Overwhelmed, Pressured, Restless, Stressed out, Uneasy	Relaxed At ease, Carefree, Comfortable, Open
Afraid Apprehensive, Concerned, Dread, Fearful, Foreboding, Frightened, Hesitant, Mistrustful, Panicked, Petrified, Scared, Suspicious, Terrified, Timid, Trepidation, Unnerved, Wary, Worried, Reserved, Sensitive, Shaky, Unsteady	Curious Adventurous, Alert, Interested, Intrigued, Inquisitive, Fascinated, Spellbound, Stimulated
Vulnerable Cautious, Fragile, Guarded, Helpless, Insecure, Helpless, Leery, Reluctant	Confident Empowered, Proud, Safe, Secure, Self-assured
Confused Ambivalent, Baffled, Bewildered, Dazed, Flustered, Hesitant, Lost, Mystified, Perplexed, Puzzled, Skeptical, Torn	Engaged Absorbed, Alert, Ardent, Curious, Engrossed, Enchanted, Entranced, Involved
Embarrassed Ashamed, Chagrined, Conitrite, Guilty, Disgraced, Humiliated, Mortified, Remorse, Regretful, Self-conscious	Hopeful Expectant, Encouraged, Optimistic
Longing Envious, Jealous, Nostalgic, Pining, Wistful, Yearning	Grateful Appreciative, Moved, Thankful, Touched
Tired Beat, Burned out, Depleted, Exhausted, Fatigued, Lethargic, Listless, Sleepy, Weary, Worn out	Refreshed Enlivened, Rejuvenated, Renewed, Rested, Restored, Revived, Energetic
Disconnected Alienated, Aloof, Apathetic, Bored, Cold, Detached, Disengaged, Disinterested, Distant, Distracted, Indifferent, Lethargic, Listless, Lonely, Numb, Removed, Uninterested, Withdrawn	Affectionate Closeness, Compassionate, Friendly, Loving, Openhearted, Sympathetic, Tender, Trusting, Warm
Sad Blue, Depressed, Dejected, Despair, Despondent, Disappointed, Discouraged, Disheartened, Downcast, Downhearted, Forlorn, Gloomy, Grief, Heavy hearted, Hopeless, Melancholy, Sorrow, Unhappy	Peaceful Blissful, Calm, Centered, Clear headed, Mellow, Quiet, Serene, Tranquil
Shocked Appalled, Disbelief, Dismay, Horrified, Mystified, Startled, Surprised	Relieved Complacent, Composed, Cool, Trusting
Pain Agony, Anguished, Bereaved, Devastated, Heartbroken, Hurt, Miserable, Wretched	Content Glad, Cheerful, Fulfilled, Satisfied

Check in's



How can you use NVC in this situation?

You asked one of your colleagues for some data that they should have got to you yesterday and they haven't supplied it.

You asked:
some data one of your colleagues
You that they should have got
yesterday they should have got
it. affect the haven't

Communicative Communication
example cards

How can you use NVC in this situation?

One of your colleagues has written abbreviations in the communication log of one of the people you both support. You can't understand what it means even though you think you probably should.

How can you use NVC in this situation?

Your buddy keeps cancelling your support sessions.

Your buddy keeps cancelling your support sessions.

How can you use NVC in this situation?

One of the people you support keeps saying things that you find offensive.

How can you use NVC in this situation?

You would like to take the day off to spend it with your mum who's visiting unexpectedly. You're on the rota to be in work and you suspect your colleague might swap but you hate asking.

How can you use NVC in this situation?

One of your colleagues is late for work 3 days a week.



What would be helpful
to explore further
during the workshop?



**Thank you for
listening -**

**See you at the
webinar workshops
starting in
September!**