

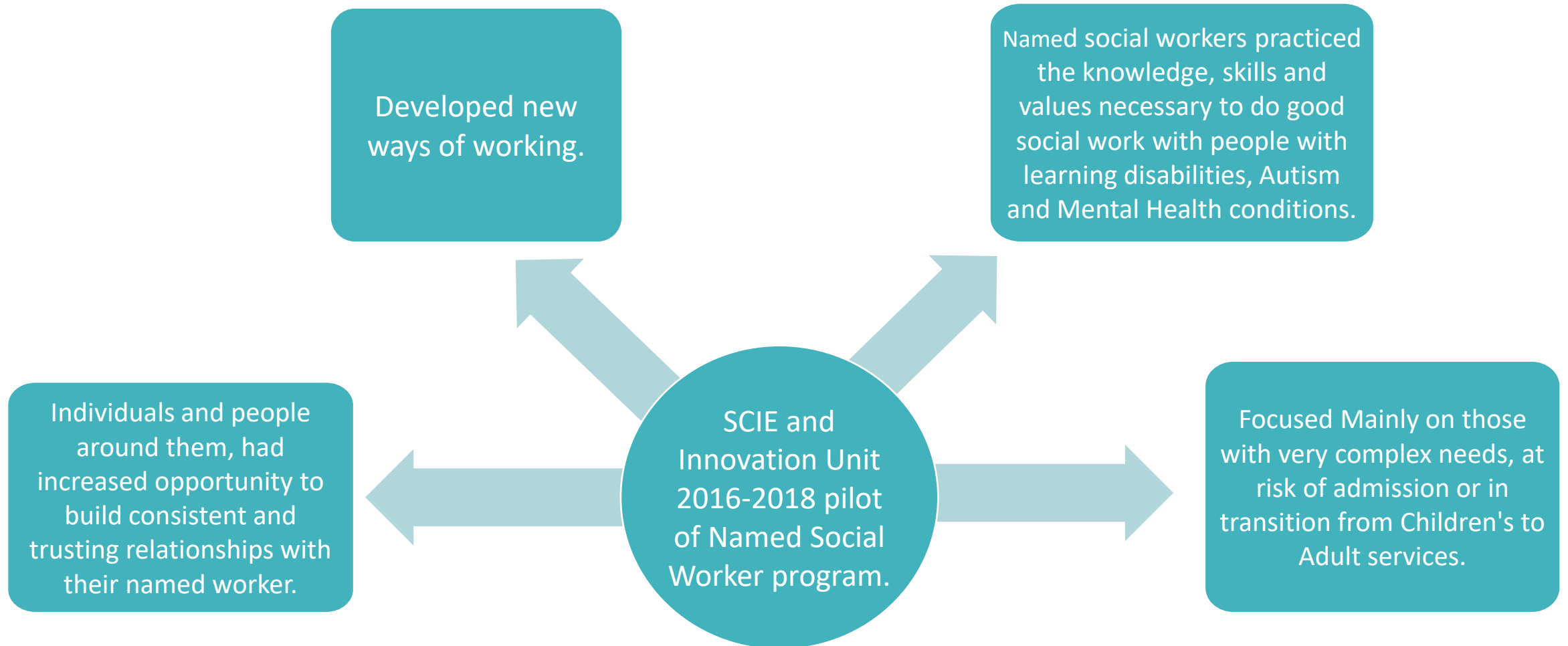
# **Worcestershire County Council Learning Disability Service.**

Named Worker Model

# Why Named worker?

- 2020 changed the way we work and gave opportunity to be creative.
- Welfare calls made to all those we support during the pandemic.
- Positive feedback from people with Learning Disabilities and their carers
- Overdue Annual Reviews - Inability to meet statutory responsibilities within timescales.
- Practicalities of completing and renewing community DOLS.
- A commitment from staff to want to improve the service offered to people with a Learning Disability in Worcestershire.

# Learning from other projects.



# Our Named Worker Journey

## What needs to change?

- How Work is allocated/ Changes to LAS
- How duty is managed
- How caseloads remain manageable /safe numbers.

## When to start/ Who to involve?

- Never a right time
- Staff consulted with to shape and lead the changes.
- No user involvement co-production at this stage as needed to check approach was viable and staff confident.

## Implementation.

- Start small with pilot area.
- Review as you go, consult with staff weekly.
- Make time, listen, adapt.
- Give it time.

# How it works

- ▶ All workers allocated named worker caseload made up of "Active" and "Pending cases".
- ▶ Complexity of work considered at allocation for unqualified social care workers.
- ▶ Numbers adjusted for part time workers.
- ▶ Full time worker holds 56 cases, but "active" cases should always remain within safe limits 16-18.
- ▶ No duty function. (Advanced Social Work Professionals (ASWP's) respond to anything unallocated or where worker is unavailable.
- ▶ Weekly meetings to consider new allocations/ workload pressures/ changes to workers.

Microsoft Teams

# Named Worker Video

2023-10-06 13:37 UTC

Recorded by  
Thompson, Naomi

Organized by  
Warboys, Jessica

# Pro's and cons...

## Benefits

- Provides consistency.
- No re-telling of story.
- Promotes strengths based practice.
- Aids communication.
- Builds better relationships.
- More efficient way to manage Community DOL applications and annual reviews.

## Challenges

- Staffing levels, having enough staff to make a start.
- Staff feeling overwhelmed by numbers/ period of adjustment needed.
- Managing duty. Unallocated work impacts on manager and ASWP's.

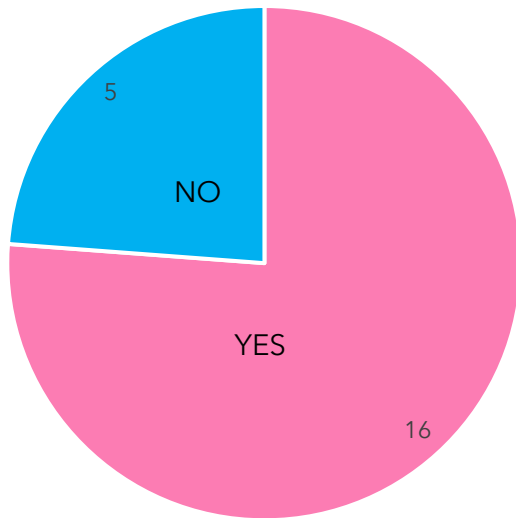
# Roll out





# Feedback from workers

## Recruitment and retention of staff.



- Workers were asked whether the named worker model has influenced their decision to join/ stay with the team.
- Most said yes and sited reasons such as;
  - Enables me to do my job more effectively, and makes work easier to manage.
  - The named worker system is the main reason I have decided to stay with WCC.
  - Works better than a duty system.
- We have seen this reflected in the teams recruitment and retention. Now fully staffed in both teams

Microsoft Teams

# Interview

2023-10-13 13:44 UTC

Recorded by  
Garbett, Sally

Organized by  
Garbett, Sally

# Feedback from workers cont...

It can be overwhelming when urgent things arise and cases have to be prioritised.

Sometimes those we support have unrealistic expectations of named worker role.

This is relationship based practice working. I can really get to know the person.

It helps me plan work more effectively.

It gives me an in-depth knowledge of those I'm supporting, making my role easier.

It provides consistency and speeds up work.

It can be hard to get a break from difficult cases

Microsoft Teams

# Teams discussion re: named worker

2023-10-09 12:53 UTC

Recorded by  
Lackenby, Natalie

Organized by  
Lackenby, Natalie

# Feedback from those we support.

I like to know who I will speak with when I call.

They do my reviews.

My named worker knows me well.

They help me with my problems.

One person responded that they did not know who their allocated worker was. This was a case waiting for a new member of staff to start. Now resolved.

# Feedback from carers and care providers

Makes communication more efficient.

The named worker provides us with continuity and a single point of contact. This is so refreshing. Too often in large organisations, that personal link does not exist.

Prevents the trauma of having to tell our family business to more strangers.

This has benefited our daughter so much. She will talk openly and freely with her worker. This has never happened before.

We wish everyone in our service had named workers.

It's hard for my son to develop relationships. Having the same social worker has helped him to engage more in discussions about his care.

# The secret to success.....



# What next?

- ▶ Continue to collect feedback from people we support, carers and workers to build on improvements.
- ▶ Use supervision and work tray discussions to ensure caseloads remain safe.
- ▶ Develop a “named worker toolkit” that can be shared with other authorities.



**And finally....  
The cake is  
still the cake!**





**Questions?**