

Warwickshire Social Care and Support

Practice Framework

How we aim
to work
with people

Co-produced with experts by
experience and practitioners.

About us

Warwickshire Social Care and Support plays a crucial role in supporting over 7700 of our residents to live their best possible lives, working under the Care Act (2014) to meet the legal duties of the local authority.

We support a wide range of people, including older adults, people with learning and physical disabilities, people with mental health difficulties, and young people transitioning from Children's Services.

In Warwickshire our adult social care priorities are to:



Safeguard adults and protect them from avoidable harm.



Support people to enhance their quality of life and to delay or reduce the need for care.



Ensure that people are **satisfied** and have a positive experience of care and support.



What is a Practice Framework?

Simply put, it's a set of commitments that help us to achieve our priorities.

The framework outlines the best practices, values, and standards we follow to ensure everyone receives the support they need in a respectful and effective manner.

Why is this important? A practice framework ensures that all our actions are aligned with our core values and goals. It helps us stay focused on what's most important: the well-being and dignity of the people we serve.

By following this framework, we can make sure our services are reliable, fair, and tailored to meet the unique needs of everyone.

In short, this framework is our guide to providing excellent care and support to the residents of Warwickshire.

Our Commitments

We are...
person-centred



We treat
people...
with dignity
and respect



We champion...
strengths and
independence



We promote...
safety and
accountability





We are...

person-centred

We help people understand our role, why we are working with them, and what we hope to achieve together.

We keep the person we are working with at the centre of what we do, speaking to them directly to ensure they are included and listened to. We value their views and wishes, using these to influence our work.

We use a personalised approach, recognising that every person is different and tailoring the support we offer to suit the individual's circumstances and needs.

We respect and value diverse backgrounds, cultures, and experiences, acknowledging the impact of protected characteristics.

We understand the value of relationships. We seek to understand the personal networks of people we work with, who is important to them, and support people who are socially isolated.



We treat people...

with dignity and respect

We are open and honest, building trusting relationships with the people we work with. We are upfront about challenges and help people understand what is realistic and possible.

We treat people with respect by valuing their opinions, acknowledging their individuality, and being professional and friendly in all interactions.

We endeavour to give people the space they need to talk about their lives and experiences, so they feel heard and respected.

We show empathy and understanding of people's situations by actively listening, showing compassion, and offering support without making assumptions or passing judgment.

We respect people's rights to privacy and confidentiality and understand that sharing personal information can be difficult.





We champion...

strengths and independence

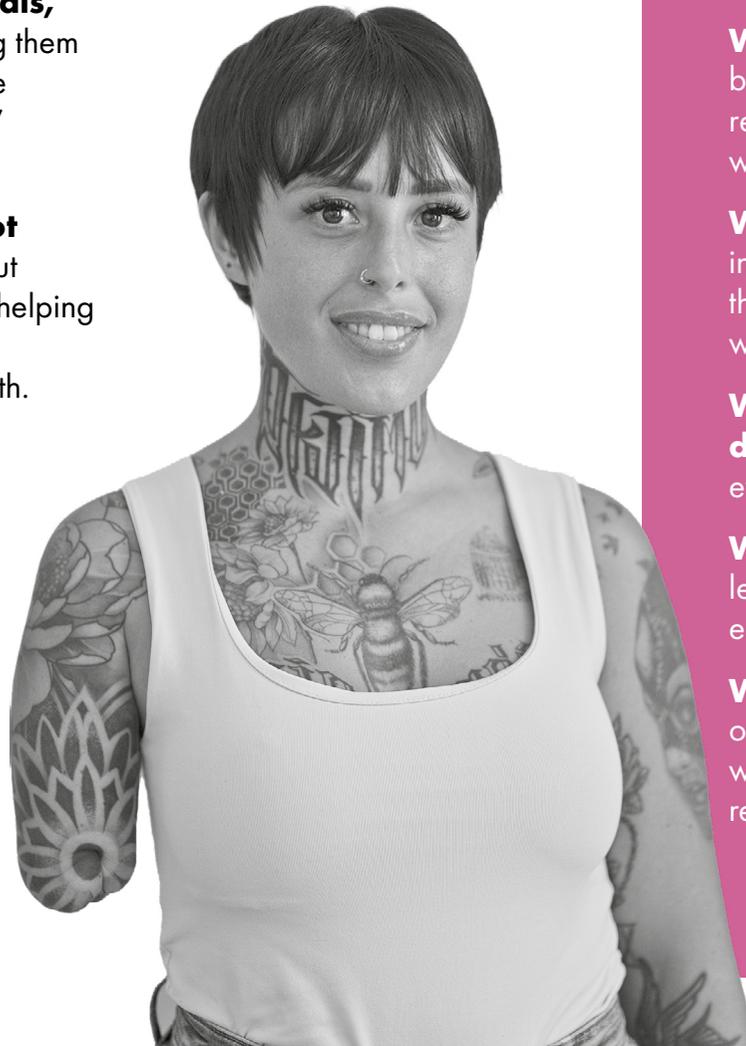
We explore people's strengths, avoid focusing on problems and difficulties to see the person as a whole.

We collaborate with individuals, valuing their input and empowering them to have as much control as possible over decision-making, "doing with" them rather than "doing to" them.

We provide support which not only meets people's needs, but promotes people's independence, helping them to do as much as they can for themselves and promoting self-worth.

We provide people with accessible information and advice about their options, helping them to make informed choices.

We support people to speak up for themselves ensuring they have a voice in decisions that affect their lives and promoting their rights and interests.



We promote...

safety and accountability

We actively fulfil our legal responsibilities, following the principles of the Care Act 2014 to assess and support people. We are knowledgeable about legislation relevant to social care.

We strive to help people to stay safe and avoid harm but also acknowledge that risks cannot always be avoided. We respect people's right to live as they choose, only stepping in where people cannot make decisions for themselves.

We work effectively with other professionals, including the NHS, Police, and Housing services, recognising the need to work together to promote all aspects of wellbeing and ensure people's needs are met holistically.

We are transparent in explaining our decisions to people, which we base on solid evidence and sound professional judgment.

We are open to feedback and actively seek training and learning with a commitment to ongoing development. This is essential to improving and delivering the best possible support.

We promote our own wellbeing, taking care of ourselves to ensure we can continue supporting the people we work with effectively. We support our colleagues, recognising the value of peer relationships.

By adhering to these commitments, we strive to ensure that every individual receives the respect, dignity, and quality care they deserve.

Together, we can make a positive impact and create a supportive community where everyone can thrive.

We will continue to work with compassion, dedication, and optimism, knowing that our efforts truly make a difference.

If there's anything we could do better, we are committed to working with you to make it right. You can also find our complaints procedure at: www.warwickshire.gov.uk/customer-service-and-complaints





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