

Competency Evidence – Social Worker

Name of Staff member: Jane Smith, Social Worker, Promoting Independence Team

Competencies to be achieved: 1-6, 7-13, 14-15, 16-19 (plus core values)

Name and role of person gathering evidence: Sarbjit Basra, Jane's Manager

| Core value / Competency | Demonstration or Evidence of competence and date (taken place within the previous six months) | Additional Comments / Notes |
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| Understanding dignity, respect and human rights | Jane meets service users in their own homes, at a time that is convenient for them. She always maintains confidentiality and her case recording is accurate and up to date. She helps service users make decisions about what services are right for them, e.g. Helps people remain at home with support rather than use residential care as a first resort. | |
| Engaging in a positive approach | Jane has a good relationship with community nurses in her area, speaking to them on the phone regularly to discuss any concerns or care packages, as appropriate. | |
| 1. Understanding the definition of an adult who may be 'at risk', as defined by LLR Multi-agency Policy and Procedures 2015, Care Act 2014 2 Understanding the types and signs of abuse, as defined by LLR Multi-agency Policy and Procedures 2015 The Care Act 2014. | Jane has regular discussion with me and other colleagues about cases, and whether it is necessary to apply the Safeguarding Adults procedure when she has concerns – or when someone else shares concerns with her | |

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| 3. Understand the importance of whistle blowing procedures | Has read the LCC whistle blowing procedure, knows where to find it on the intranet | |
| 4. Understand the importance of creating a safe environment in order to minimise risk | Jane shares complaints procedures with service users when she sets up a care package. She recently supported a service user to arrange a PA through cash payments, and helped the service user arrange for a DBS check and moving and handing training for the PA. | |
| 5. Understand their role as defined within the multi-agency and internal policy and procedure, including how to report concerns of abuse of either adults or children using appropriate systems | 4/10/15 Jane made a referral to First Response (Children's Duty) after visiting a service user's home and hearing an allegation of abuse about a service user's grandchild. She informed the service user she would be doing this, and followed up her referral with Children and Families three days later to make sure all relevant information had been received. | |
| 6. Awareness of legislation, applicable to role and responsibilities. | Jane has recently made a referral to the DOLS team regarding someone who she feels may need a DOLS authorisation. She worked with compliance team on a case regarding a home care agency and became familiar with Section 44 of the Mental Capacity Act – she was able to work with police to assist them in gathering evidence. | Jane is planning to take part in a webinar about recent MCA DoL's case law |
| 7. Considering incidents and disclosures that meet safeguarding adults criteria, risk assessing and alerting as appropriate | A service user disclosed sexual abuse to Jane during an assessment – Jane contacted the police from the service user's property, and waited with him until officers arrived. She arranged an emergency place of safety in a residential home and shared information appropriately with home staff to make sure that the alleged abuser could not have contact with the service user. | |
| 8. Knowing how to support staff and people when they report abuse, or are alleged to have | Worked with a Community Opportunities team to support them in assessing the behaviour of a service user who was being | |

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| committed abuse, as appropriate | physically aggressive with other service users and staff – supported staff to remain non-judgemental and made liaised with Community Learning Disability Nurse and staff to do ABC charts. | |
| 9.Undertaking their role in the multi-agency safeguarding adults process, Including as appropriate delegated tasks identified by the Local Authority | Jane takes allegations seriously, and can identify which partners should be involved and how to work with them. For example, she worked with a supported living provider when a member of staff was alleged to have stolen money from a service user – she knew to take the lead in co-ordinating the process, to assist the police and provider to share information, and to ensure that the CQC were informed of the allegation | Will set the multi-agency policy and procedure on her ‘favourites’ on her browser so she can access it easily. |
| 10. Understanding the importance of recording and documenting all information appropriate to any allegation and in accordance with the local policy and procedure and relevant internal guidance | Jane and I looked through some case recording in a recent supervision – this was to help her reflect on a difficult case. The information was detailed and clear, and explained why Jane had decided to contact the police about an allegation against the wishes of the victim. The notes included her rationale, and how she had explained this to the victim and helped them make a decision about who they would like to support them when they were interviewed. | |
| 11. Understanding the principles of information sharing in accordance with the local policy and procedure, relevant legislation and relevant internal guidance | Jane demonstrates a clear understanding of the principles of information sharing. While working on a recent safeguarding adult’s investigation into financial advice, she did not share information with family members, despite their insistence, because she did not feel that they were acting in the service user’s best interests. However, she did share information frequently with the police and the care home manager to make sure they were aware of risks to the service user. | |

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| 12. Assessing information from alerts and apply the safeguarding adults threshold criteria consistently | Jane recently referred to the criteria in the multi-agency safeguarding adult's policy and procedure to assess some information that had been referred as a safeguarding adults concern. In discussion we me, she assessed that a review of the case package was a more appropriate response so arranged for that and fed back to the referrer. | |
| 13. Assessing and analysing information about risk and taking appropriate and timely action | When taking a referral from a housing officer about alleged physical assault of a service user, Jane advised them to contact the police immediately and wait for their response | |
| 14. Gathering and recording information accurately and in a timely manner | Clear and detailed case notes completed by the end of every day when Jane is on the 'Urgents' desk. One recent case reviewed included details of the risk presented by the perpetrator, as discussed with the referrer, and the feelings of the service user, again as established in discussion with the referrer | |
| 15. Offering appropriate support, advice and/or signposting where safeguarding adults criteria are not met | Supported a service user to contact their local council for advice and support around an Anti-Social Behaviour issue in their local neighbourhood. Referred a carer to the Alzheimer's Society to access training sessions about dementia to help manage carer stress | |
| 16. Identifying the roles and responsibilities of all agencies involved in the enquiry process ensuring a proportionate response | Involved CQC, police and CHC nurses in an investigation into alleged neglect by a home care agency. Worked with police to ensure that evidence was not disturbed, and provided information to CQC about staff training and shift patterns within the agency. | Will attend Investigators training to build links with local partners |
| 17. Conducting enquiry/ assessment activities in accordance with local policy and procedure, | Jane referred to the section in the policy and procedure about interviewing best practice and applied this when going to | |

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| including identifying and managing risk factors | speak with a service user who had a learning disability and hearing impairment – she was able to get a clear account of an incident of abuse from the service user. | |
| 18. Contributing to strategy meetings / discussions, conference and protection plans, as appropriate | Two months ago, a conference was held for one of Jane’s service users who had been experiencing domestic abuse from her husband – Jane invited relevant agencies, helped the service user feel ready to attend and contribute to the conference, and drafted a protection plan (with involvement from Domestic Abuse service) that the service user felt happy with. | |
| 19. Providing support and guidance to those with delegated responsibilities within the enquiry process | A Care Home Manager had been asked to gather more information from a resident regarding an allegation of ‘rough handling’ Jane talked her through the types of questions to ask | |