



The Three Conversations

2024, The story continues...



Why Three conversations?

We have worked with more than 50 LAs using this approach – we know it works.

In every place we helped develop evidence that shows that this way of working is

- better for people and families
- better for your staff
- more productive and can reduce spend – particularly significantly reducing ongoing packages of support.

It's the right thing to do and will help you create a strong narrative in your interactions with CQC.

It will bring hope to a social care world desperately in need of purpose and optimism

What is 'Three Conversations Approach'

It's an approach not a model – that moves away from a fixation on process and forms and focusses on people and relationships

It doesn't assume that everyone needs and is waiting for an 'assessment for services' and in doing so significantly reduces the amount of services required

It delivers the Care Act 2014

It helps you develop a strong narrative for CQC

It revitalizes your staff – who enjoy their work more and do more work

People and families are grateful that they are really being listened to, rather than processed and handed round a system.

We spend more time with people and less time with forms.

We really listen, and have conversations based on gaining understanding, rather than asking questions in order to process people through our system

What does three conversations stand for

Stop assessing people for services as our default

Stop handing people around the system

Understand what matters, what will help, and make it happen if you can

Know the neighbourhoods and communities where people live and get people connected

Work collaboratively with each other and with partners

Learn to record our work proportionately and accurately

Learn how to do our work differently in innovation sites, collect incredible data and then learn how to scale up.

It focuses on our purpose when working with somebody.

Conversation one – Understanding what really matters to people and building our relationship with them and their connections to the wider community

Conversation two – Recognising a crisis, understanding what needs to change urgently to address that, taking action and sticking like glue until the situation has improved

Conversation three – Working with someone to build a plan for the future, based on what they value

A robust basis in hard data

We collect

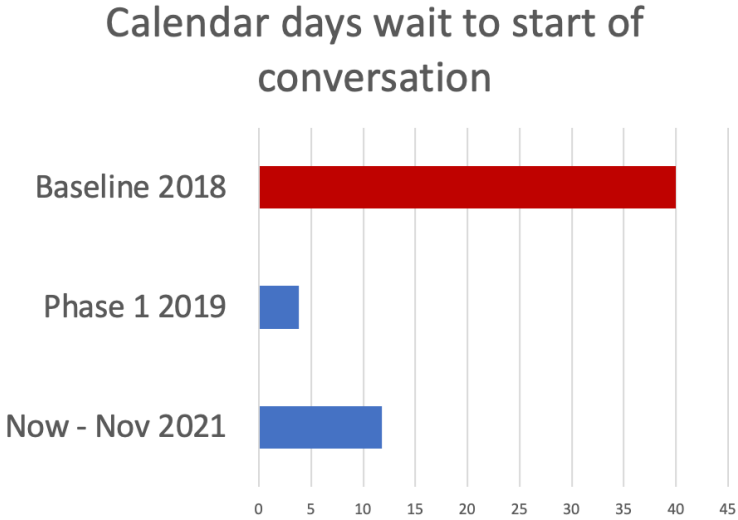
- Stories of difference
- Feedback from people and their families
- Feedback from staff using the approach
- Robust numerical data about the conversations and use of services
- Comparisons with baseline data

This evidences that the 3C's approach results in:

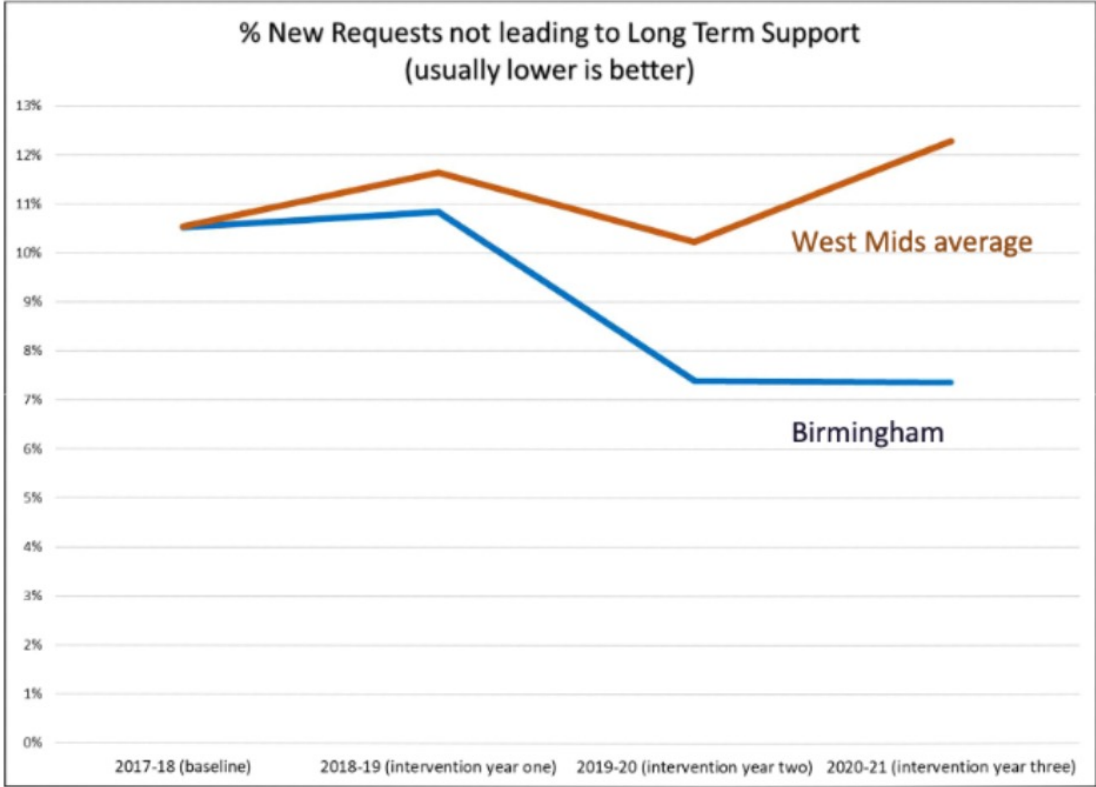
- a better understanding of what someone needs and what matters to them
- more thought given to alternative options rather than being pushed automatically towards a purchased solution
- better use of local and free resources through more knowledge of the community

From the start of the work, this all helps make better use of limited and costly resources by encouraging and supporting more creative practice, rather than a bureaucratic rationing approach.

Seeing people sooner and relying less on costed care



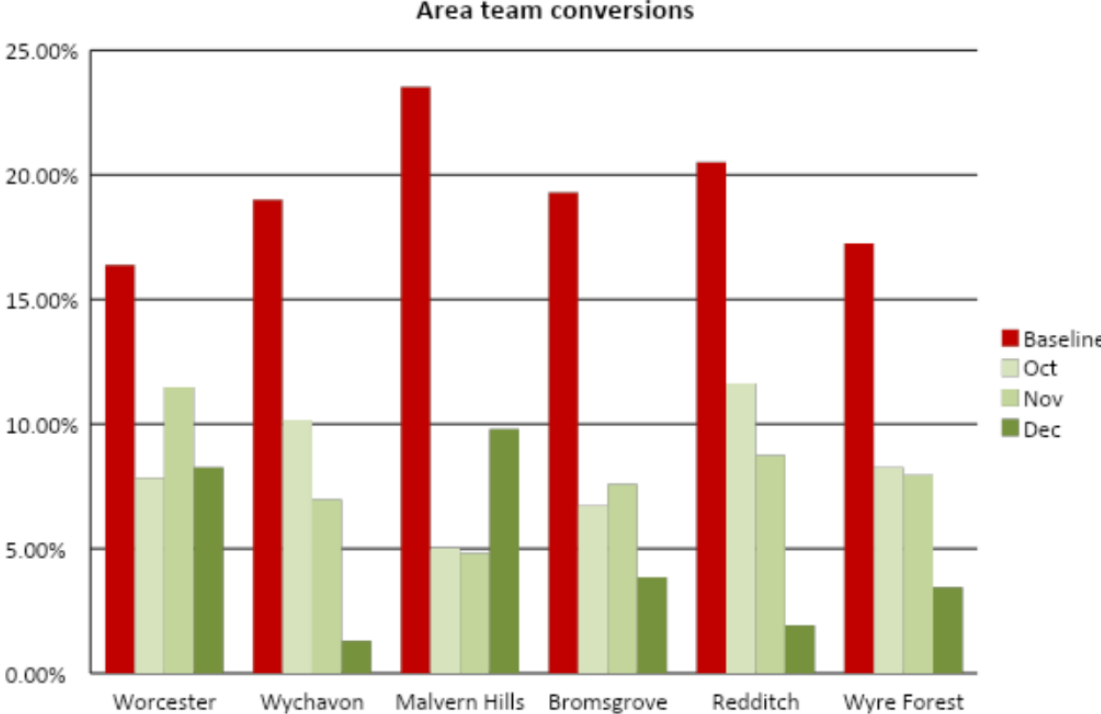
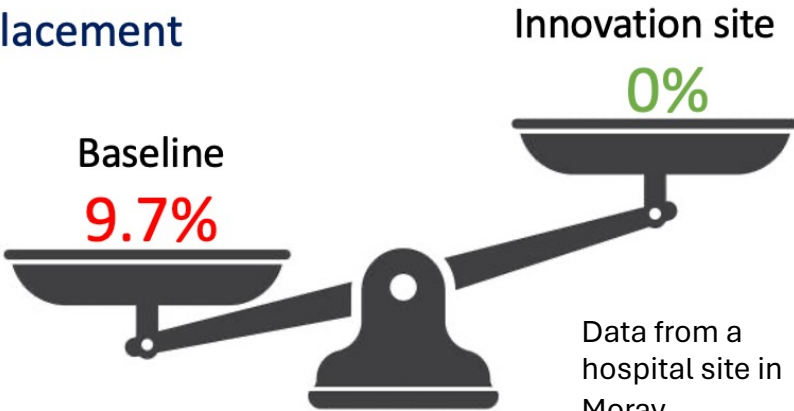
Edinburgh
innovation site data
during pandemic



Source: analysis from SALT STS001 and STS002 published by NHS England

What is the impact on your resources?

People discharged directly to permanent care home placement



Worcestershire data

Quotes from staff involved

“I feel the 3c’s allows me to be myself and more creative in my approach”

“It shortens the distance between us and the people we are working with. It is more of a coproduction rather than a power differential”

“Trust, autonomy, flexibility and empowerment that is what I needed, the 3 Cs has made these things happen”

“It’s brought back what ‘real’ social work is”

“I wouldn’t return to the way we were working before, this definitely feels more enjoyable and positive for us and the people we support”

“I’ve loved the feeling of solidarity in the team. How we pulled together and supported one another. It’s made us closer as a team”

“The thing that I like best is getting to spend more time with the person and getting to know them on a deeper level rather than just asking them about their care and support needs. I feel this makes it feel more personal for them and also gives a better standard of work as I know about them and know what’s most important to them”

“After decades of working as a Social Worker and Manager I was feeling burnt out and thinking of leaving. This gave me a second wind and I now look forward to coming in to work on Monday mornings”

Extracts from evaluations in several authorities

What do people say?

“The art of conversation is very important...there needs to be honesty and you can only know this when you meet someone in person, if they're genuine and actually interested in what we have to say”

“..before the conversation it wasn't good, there were tick boxes and I only had a set amount of time, whereas with ... it was so relaxed and I felt good in her company, she gave us plenty of time”

“Right from the beginning they have been very interested in me, right from when they came to see me straight after I came out of the hospital”

“The workers have been admirable. They really make a point of getting to know you”

“More has been done than I expected and I never thought people would help this much as I am used to people telling me what to do”

“I feel like I'm not on my own - you often feel on your own as a carer. Somebody listened to me. Worker made me feel at ease. Mum obviously felt at ease because she opened up to the worker who was a lovely lady”

“The social worker has given me time and been helpful, nothing has been rushed or too formal”

Extracts from evaluations in several authorities

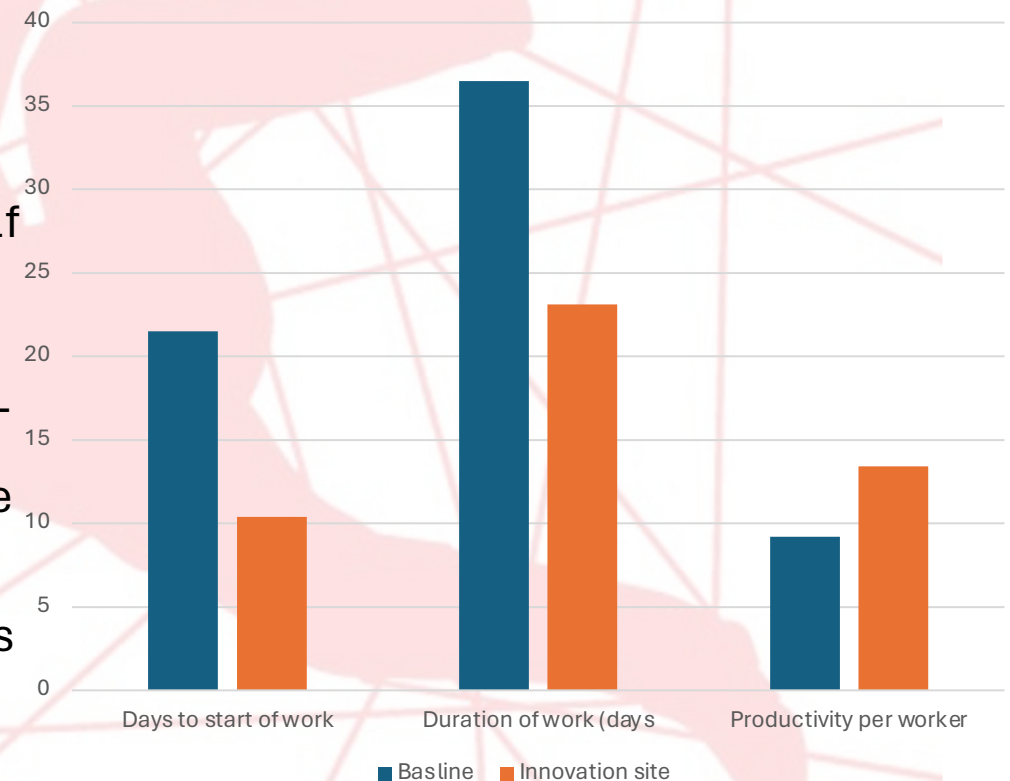
But is it a productive way of working?

Our experience shows that this is sustainable!

- Spend less time on process, greater worker autonomy and peer led decision making, boosts morale, reduces waiting lists, creates better records.
- No hand offs reduces time wasted, and increases worker and people satisfaction (it is likely that half your 'contacts' are not new demand but people already in your system asking what's happening).
- Reduced waiting times as we just get on with the work rather than multiple screening, triage and re-prioritisation.
- Not everyone needs us to complete a lengthy Care Act Assessment! Using the full range of 3 Conversations and its records means we fulfil the Care Act commitment to proportionality and stops us asking people irrelevant questions.

This allows us to manage our time better – spending more time with people and less on red tape.

Example from a recent innovation site in Wirral



Do you have a **coherent story** to share with CQC?

CQC is expecting us to

- understand the needs of people and our local communities
- help people live healthier lives and where possible, reducing future needs
- give co-ordinated support, around people's skills, strengths and goals
- tailor care and support around the person
- give good information and advice
- collaborate and work in partnership

Local authorities who implement 3Cs will be in a very strong position to meet CQC assessors with confidence and with a wealth of evidence to justify this.

We already have LA partners who have received good CQC reports.



Will YOUR CQC assessor smile **this** much ?

Keeping people safe

CQC is expecting us to

- maintain safe systems of care
- understand what being safe means to people
- act on the best information to deliver good quality, sustainable care
- continuously learn, innovate and improve

Focussing on **kindness, listening** to people and working out how to do 'the right thing' has shown us repeatedly that this is better for people.

Our evidence shows that **staff wellbeing** and enjoyment at work significantly improve as they are trusted, supported and enabled to make a real difference – and their **productivity** (measured in people helped not forms completed) goes up.

If you focus on doing the right thing rather than focussing on eligibility and assessments for services you create real **money and time savings** that can be reinvested in supporting people's lives.



This could be your story to share with the CQC..

- Our staff learnt a lot about local care and support available, built new partnerships and worked more collaboratively
- Staff saw people sooner and had more time to get to know them and really understood how they could help – they enjoyed this!
- We have changed our language to talk about ‘people’ not ‘cases’ and looked to develop ‘support’ not just provide ‘services’
- Workers used their autonomy to make shared decisions - with much more accountability than our old ‘Panels’ ever produced
- We kept people safe by refusing to pass them around for someone else to work on – social care is not an assembly line!