

The Write Way 4

The fourth national training event on effective writing and recording in social care

DERBY - RIVERSIDE CENTRE, PRIDE PARK. **WEDNESDAY 2 JUNE 2010**
CENTRAL LONDON. **THURSDAY 23 SEPTEMBER 2010**

"Well run conference - 3 workshops well timed and paced"
The Write Way 3 delegate

"An enjoyable, informative day"
The Write Way 3 delegate

"Excellent - learnt a great deal - would recommend to others"
The Write Way 3 delegate

"Stimulating and interesting day"
The Write Way 3 delegate

"Excellent"
The Write Way 3 delegate

Stimulating discussions, engaging workshops, useful information"
The Write Way 3 delegate

BOOK TODAY

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Writing and recording has always been central to social care. Indeed, these days there seems to be more and more to write with less and less guidance about how to do it most effectively given the time available. And yet people are just expected to get on with it. Training in the areas of writing and recording is often not seen as a priority because we can all write can't we? But time and time again inquiries into social care point to either a lack of communication or poor quality communication at the heart of the problem.

Recording shouldn't be a chore but a dynamic, integral and powerful part of your practice. We believe that good recording leads to better care practice which, in turn, leads to better recording which, again, leads to better practice: a positive upward spiral.

Our nationally acclaimed experts, including authors and trainers, will show you how to write effectively.

OUR NATIONAL EXPERTS



Lynn Davis is a consultant for Davis, Simmonds & Donaghey Solicitors in Kent, regularly trains social workers in court skills and is author of *See You in Court: A social worker's guide to presenting evidence in care proceedings*.



Jo Fox is one of a handful of consultants specialising in Integrated Children's System practice and its impact on social workers, and so is in a unique position to understand the impact of the ICS on practitioners and the children and families they serve.



Graham Hopkins is a former journalist with *Community Care* magazine and is the author of *Plain English for Social Services* and *The Write Stuff: How to write effectively in social care and related fields*.



Liz O'Rourke works as a freelance training consultant, specialising in recording skills training to staff working in both adult and children's services. She is the author of *For the Record* (2002) and co-author of *It's all in the Record* (2005).



Barry Raynes is the Chief Executive of Reconstruct and has overseen serious case reviews and audits. He is currently researching his PhD into common language in child protection.

PROGRAMME

- 9.30** Registration and refreshments
- 10.15** Welcome and introduction to the day
- 10.30** Morning presentation: it's only words: how to write well
- 10.45** Workshop 1
- 12.15** Lunch
- 1.00** Workshop 2
- 2.30** Break
- 2.45** Workshop 3
- 4.15** Concluding thoughts
- 4.30** Ends



OUR WORKSHOPS

Person-centred recording: Liz O'Rourke

A person-centred approach to recording emphasises the importance of seeing the individual and not just the case. It reinforces the need for objectivity, but acknowledges the powerful influence of our own subjective perception.

- Powers of observation: explores the different ways in which behaviour is interpreted and described
- Being positively objective: explores how the power of language may influence our perception and understanding of service users.
- A person-centred approach to recording
- "It's obvious isn't it?": exploring how recordings make implicit assumptions.
- What needs to be recorded: exploring what is relevant to include in the record.

Recording in social work: not just an administrative task: Liz O'Rourke

Recording is regarded by most social workers as a necessary evil. The session reports on a six-year research project which found that recording, far from being a straightforward administrative task, is a highly complex and demanding aspect of professional practice. Why has such a critical activity received so little attention, despite the concerns over social work records identified with successive inquiries into tragic deaths. The research identified the often conflicting demands on social workers as they record information on the case files. It aims to stimulate a long overdue debate as to how to achieve more effective recording in social work.

Effective court reporting: Lynn Davis

Lynn will help you to:

- Collect information, communicate it effectively and draw considered conclusions
- Convey confidence and competence
- Convince the court

Lynn will run one workshop for workers new to or relatively inexperienced in court reporting; and one workshop for the more experienced worker.

How to improve the quality of serious case reviews: Barry Raynes

Barry will outline the history of serious case reviews since Ofsted's involvement, the process and pitfalls. He will present his guide to completing serious case reviews (including tips on writing an effective Independent Management Review) and will finish with a list of the themes that he finds to be ever-present.

How to write a cracking assessment: Graham Hopkins

From working nationally it is clear that workers are often very good at collecting information to go into an assessment but all too often fail to make any sense of it. This leads to overlong, unfocused, repetitive assessments that lack analysis and relevance. This session looks at the ingredients of a cracking assessment!

Improving your recording: Graham Hopkins

Using real social care examples of recording, this course examines the common pitfalls of recording and gives practical advice on how to avoid them.

Records lack effectiveness because they are often out of date; the service user voice is "missing"; facts and professional judgements are not distinguished;

the size of the record makes it too difficult to manage; the record is not written for sharing; the record lacks analysis; and the record is disrespectful.

At the end of the session we want you to feel confident in writing clear, accurate and relevant records. You will learn about:

- The importance of distinguishing between fact and opinion
- Pitfalls in recording
- How to improve recording
- How to work openly with service users

The recording of risk of harm to children in assessment: Jo Fox

Jo is currently writing the paper on this subject for the Department for Children, Schools and Families social work taskforce. It will be published at the end of March under DCSF Integrated Children's System on the Every Child Matters website. Jo has collected a lot of materials and thoughts about this topic and will share these in the session and explore them further.

It's only words: Graham Hopkins (keynote presentation)

Policies, procedures, reports, letters and so on will be read, understood and followed if they are easy to read, easy to understand and easy to follow. And writing in plain English will help you achieve that. However, it can be quite difficult to write simply. This presentation takes you through the principles of plain English and why they should be at the root of all social care writing and recording.

Recording the voice of the child: Jo Fox

Through recent audit work, Jo has detailed experience on how effectively (or otherwise) the voice of the child is recorded. Findings suggest that the voice of the child often disappears into process driven recording the more complex the response becomes. Jo has some good illustrations of this from case recordings, which should make for a lively workshop!

When Words Aren't Enough: Barry Raynes

Based upon Barry's PhD research and extensive reading and experience in child protection, delegates will understand how communication in child protection work is relatively under-researched, understand why communication is so difficult and will receive tips about how to improve their own inter-professional communication skills.

Please note: this session is a presentation, rather than a participative workshop.

For more detailed information on workshops visit: www.rightthing.co.uk or e-mail office@rightthing.co.uk



IN-HOUSE TRAINING

We also provide in-house training on all aspects of effective writing and recording. We can provide general "off the peg" training courses or design courses specifically to meet your needs and use examples from your own organisation – which naturally improves the relevancy and impact of the training.

Our prices start from £750 a day
For our brochure (Do The Write Thing) or if you want to talk about what you need, please feel free to e-mail office@rightthing.co.uk or call **01332 780 096**.

The Write Way **4** BOOKING FORM:

To confirm your place please return this form to Do The Right Thing, 73 Church Street, Denby Village, Derbyshire, DE5 8PH Or request an electronic form or simply E-mail your details to office@rightthing.co.uk. Or call us **01332 780 096**. Or book on-line: www.rightthing.co.uk

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Your job title(s)	
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email address (for event correspondence) <i>If no email address please give postal address</i>	
email address (for billing if different) <i>If no email address please give postal address</i>	
Your food, drink and access requirements	
Signed	Date

Delegate Rate (per person, includes buffet lunch and refreshments) Please tick below.

Small voluntary organisations
(with up to 12 employees):

£135 (£158.62 inc VAT)

Everybody else:

£185 (£217.38 inc VAT)

Payment and cancellation terms

Delegates will be invoiced upon receipt of application. If sending a cheque with registration form please make it payable to "Do The Right Thing Ltd". By filling in this form you agree that cancellations must be made by 2 May 2010 or else full fee will apply. Substitutions are, of course, welcome.