Care Visions – #keepingthepromise - Progress so far…

After having staff and young people fully committed to the Independent Care Review and representation across 4 workstreams, on February 5th 2020, we welcomed the Promise and were keen to work with others to ensure change happened in the ‘system’.

Our plans to #keepthepromise in 2020 included:

* Redeveloping the model of care we use within residential services to ensure the foundations of the promise with our learning from the Why Not? Trust #RightToRelationships Charter being foundational in our practice.
* Reviewing the fostering structure and systems to ensure the ‘team’ around the child and foster carers were structured in the best way to meet the commitments of the Promise, offer support and embed Theraplay and TCIF in all practice.

Like everyone, the plans for 2020 within Care Visions needed a fast rethink. Changes to practice happened quickly to keep everyone providing direct care as safe as possible and to ensure everyone who could work from home was enabled to do so. It was all hands-on deck and we worked together to put in place measures to keep staff as safe as possible and ensure our practice could continue to meet the needs of young people, staff and foster carers.

It was a time when our clearly articulated values of safety, integrity, respect, and compassion came to the fore. It would have been simple to put blanket solutions in to place which would allow our systems to run smoothly, however, to ensure we stayed true to our values the people had to be prioritised over the systems. Risk assessments allowing for individual needs to be recognised and where possible incorporated into our risk management plans were quickly developed.

Staff teams and foster carers were included in developing the plans which would impact on them and regular communication across the whole organisation was increased. As we quickly moved to online meetings and communication, devises and data were priority.

During our response to the crisis, we realised change could happen quickly and some of the new ways of working could become best practice even when the restrictions are finally lifted. Examples include:

* Reducing how busy houses were, by limiting external visitors, improved the time our adults and young people had with each other, spending time in nature, and offering more listening opportunities.
* Using online communication methods allowed young people, staff, and foster carers to attend meetings, panels, and events without having to travel long distances, or sit in rooms where the number of professionals in the room made them feel uncomfortable and less able to speak up and share their views.
* Using blended approaches for learning and development, allowed higher attendance rates for staff, especially those in more remote locations.
* Using online communication allowed teams more access to the senior team and improved opportunities for consultation and collaboration.

As for the original plans, they were slowed down by Covid-19, but not stopped. The senior team at Care Visions Residential have been working closely with Laura Steckley from Strathclyde University to redevelop our model of care, embedding the #RightToRelationships Charter, the Promise and our learning from experienced young people and staff, into our practice of the future. We anticipate our model will be ready to share within the next few months and will roll out across our teams and young people in the near future.

Within Fostering the review of the structure and systems around the child has commenced, with adaptations being made to ensure the team around the child is best placed to support the young people and carers and our processes and systems support the fundamental principles of the Promise. Our investment in Theraplay and TCIF has continued. We have completed our review of the structure and are now working on our systems.

Our development work has recently been accelerated by creating my current role focusing on model development within our current services and exploring how we provide something unique, embedding the Promise commitments and recognising the opportunities open to us through the use of technology. Working with experts including my young advisors, the plans are starting to come together.

Watch this space……

Together we can make change happen,



Moira Greentree

Director of Innovation