



# Named Social Worker

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# What is a Named Social Worker?

Named social workers (NSWs) have been defined as being:

- Dedicated caseworkers
- Main points of contact for people and their families
- Professional voices of challenge across the system

*Lyn Romeo, Chief Social Worker  
Adults in England*

  
Department  
of Health

No voice unheard, no right ignored  
– a consultation for people with  
learning disabilities, autism and  
mental health conditions

Cm 9007

2.58 We think this distinctive role could be reflected in a **responsibility for a named social worker** to ensure that every individual's plan is based on the least restrictive, least institutional setting and by giving them a primary professional responsibility to ensure that community based options have been fully considered. Where people are based in more restrictive settings, social workers would be responsible for reviewing care regularly and seeking less restrictive and more inclusive opportunities (this links to earlier sections on people understanding their rights and on challenge at admission, renewal, detention and discharge planning). We will consider whether this could be set out in statutory guidance.

2.59 We also think social workers are well placed to be the named individual to ensure a co-productive approach with individuals and their families in agreeing their care and support arrangements and to ensure they are kept informed and involved. In line with the core principle of respecting people's rights to choice and control in their own lives we propose that, although the default might be that the social worker played this role, the individual and/

# Self Advocates views on Named Social Workers

## **Self Advocates - comments about the named social worker**

**"My social worker is there for me."**

**"I want my social worker to be there at the end of the phone when I need them."**

**"I want a named social worker so when they don't ring me back I'll know who to ask for"**

**"I want my social worker to help me get my voice heard"**

**"My daughter, she needs a named social worker to keep her out of a care home, I don't want her to end up in a care home."**

**"I can't ring Gateway to Care - staff have to do it as I don't understand them or them me, if I had a social worker I would ring myself"**

**"At last. Thank goodness - where do I put my name down?"**

**"It used to be like this before it all changed - it's so much better knowing who to go to"**

**"When I had my own social worker before it wasn't very good - we didn't get on, he treated me like a child not a parent myself - but it was better than it is now with no social worker and not being able to get help. I'd have him back today."**

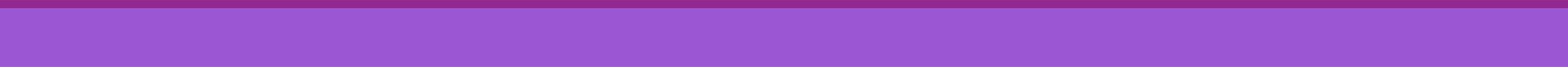
# The Department of Health Named Social Worker Pilot

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## 6 sites:

- Liverpool
- Camden
- Nottingham
- Sheffield
- Hertfordshire
- Calderdale

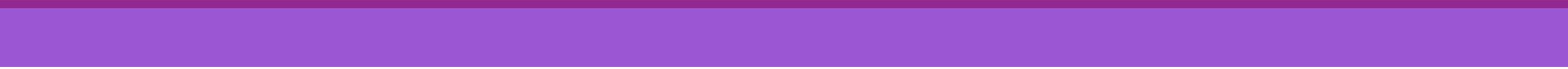
## Various Models being Tested:

- having experts by experience as paid team members to help shape the service
  - making every interaction - from a phone call to an assessment - as meaningful as possible
  - shifting the emphasis to when an individual requests support from their social worker, rather than presume the level of interaction they require
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# What outcomes are we seeing from the Pilot

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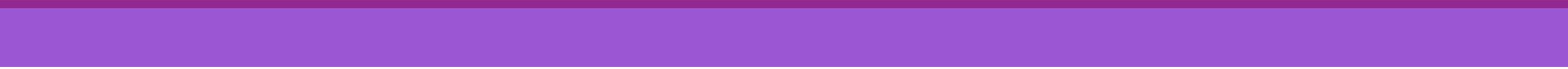
Impact on the lives of people being supported:

- Discharge or proactive work towards discharge from hospital for people for whom this was not previously on the agenda
  - Individuals having greater choice over where they will live with a focus on living independently and in the community
  - Individuals feeling more supported by their social worker, with stronger relationships and trust built through having a consistent worker
  - Individuals being more involved in their care, for example, through better support planning that is based on people's aspirations or through being involved in decisions and meetings
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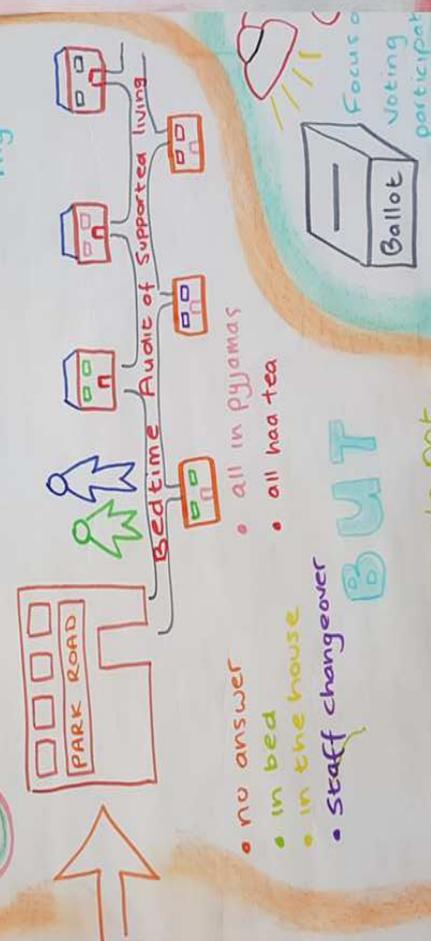
Positive changes to the systems and mechanisms that support people:

- Improved coordination and collaboration between colleagues across professions
  - Increased visibility and recognition of the social model within multi-disciplinary teams
  - Named social workers building practical knowledge and experience in specific areas such as the Mental Capacity Act, the Care Act and the European Convention on Human Rights
  - Named social workers developing their confidence to advocate for individuals within multi-disciplinary settings
  - Named social workers spreading their learning from the pilot across wider social work teams.
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# CHANGE



night time

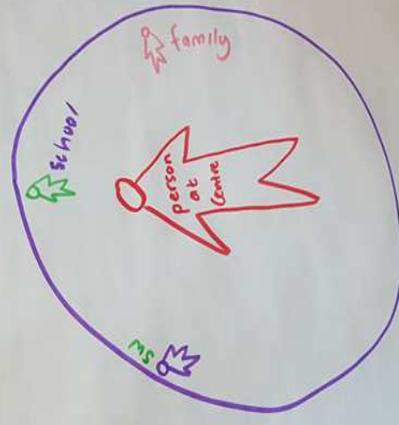


- no answer
- in bed
- in the house
- staff changeover

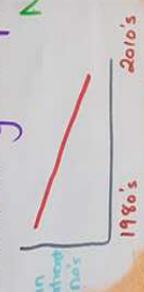
## BUT

Done to people not with them

work with one for work together



Valuing People Not good enough



- Who do people know? not many!
- future workers
  - who to contact
  - Gateway to care
  - no-one answers
- YES PLEASE

# WE WANT LITTLE!

History - the story to here

Not a diagnosis or illness  
Some problems the same as everyone else

- talking through problems

Jobs - homes - families

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# What is it like to be a named social worker?

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## Nina Riddlesden – Calderdale

Chance to reflect on the role of a social worker in certain circumstances (ATU's, Transitions)

Analysis of our role as social workers within a system

Challenging the system and placing the person at the centre

# Hertfordshire

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## Our Model:

Two lead teams of 8 Named Social Workers

Working with 1/2 cases, alongside a caseload

NSW's have varying skills, experience

## Approach:

Response to be much wider than our Transforming Care agenda.

Ensuring citizenship and real community lives for people with a learning disability

Challenge our practice and seek to develop a skilled and experienced workforce.

# What are we learning from the Named Social Workers pilots

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- The power of permission
- Working more closely with individuals
- Opening up visibility across the system
- A full team endeavour

Initially I was not sure if I would have acted any differently with my approaches to G and her family had I not been a part of the project. This was especially apparent because I did not have another case/situation to compare to. I feel on completing this reflection that the project has however enabled me to be more mindful of approaches and strategies in how to work best as a named social worker for G and her family. Lauren Hines NSW

It has been surprising how powerful an experience it is in the peer groups to see the NSWs listening intently, questioning gently but purposefully, and seeing the range of the NSW delivering they are bringing to their service user, to skill and creativity they are bringing to themselves was that they were not doing much!

Outcomes that are meaningful to the individual, and help them thrive through being better connected within their community.

I got better we try a place to go to for me which the social worker agreed it was working fine) it was where you (social worker your own food bills each brought your own food went and the bus fare and money and food Herts, added tablets and it was in Watford Herts but staff same in Hemel Hemel was people and on in Hemel on there own - residents which they left people had punched the walls which they hid.