**Croydon Adult Social Care: Practice Observation tool 2023**

Quality Assurance and continuous improvement is not an additional activity but an integral part of everyday practice. Practice observation is part of this process and provides an opportunity to pause and reflect on practice – are residents supported in the right way, at the right time and how are we (Adult Social Care) making a difference to people’s lives.

All frontline staff will have their practice observed by their line manager or supervisor at least once a year and more frequently during their probationary period, ASYE or whilst on accredited qualifying or post qualifying programmes.

Practice observations will include either:

· Accompanying the supervisee on a visit to the person with care and support needs or carer, or:

· Observing the supervisee at a meeting with the person with care and support needs or carer and others.

This should be a meaningful learning activity and should form part of your professional development. This observation of practice is to highlight the good practice that happens in Croydon and the learning form this experience.

The observation of practice will form part of supervision and monitored for planning and completion annually. **(For those who have professional registrations this could be used as part of CPD)**

\*Throughout the document the people we work with will are referred to as, people with lived experience (PWLE), this is in line with moving trends and current academia.

Practice Observation Template

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| **Name of practitioner** |  |
| **Name and job title of observer** |  |
| **Date and setting of observation** |  |

*Completed electronically and all boxes will expand as you write.*

**SECTION 1 – Practitioner to complete before the Practice Observation.**

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| 1. **Brief background information including the context and purpose of the intervention. (meeting/visit)**  * **What does the observer need to know to understand the situation? (History, context, key issues and others involved?)** * **What work had you undertaken by this point and the relevant issues.** * **What is the purpose of the chosen intervention?**   Please include how you have secured consent for the observation, taking account the PWLE’s mental capacity. |
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**SECTION 2 – Practitioner to complete shortly after the Practice observation.**

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| 1. **Written Critical reflection following observation:**   **Your reflections should include:**   * **How did you feel the intervention went?** * **How did you promote inclusion, person-centred, strengths-based practice and counteract unconscious bias during the observation?** * **How did professional values guide your practice? (If you have a professional registration, link to your professional standards)** * **What was the outcome of the intervention?** * **How has this intervention impacted on the PWLE?** |
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**Section 3: Feedback of the observation of practice – completed by the observer.**

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| **When considering your holistic feedback of the Practitioner observed piece of practice, think about:**  **How have they demonstrated the integration of knowledge, skills, and professional values? (If they are a qualified practitioner, with a professional regulator, link to their standards)**  **Did the practitioner demonstrate practice capability? What evidence are you using to draw that conclusion? In considering the quality of their work:**   * Is their practice indicating adaptability, creativity, and responsiveness to the needs of the PWLE who draw on care and support or any other ‘audience’? If not, why not? * Is there anything affecting the quality of their practice? * Do you get a sense that the practitioner was confident in their practice and was working within a defensible framework (a framework for understanding and responding to risk) – what is the evidence for this? * Were there particular areas of practice capability where the practitioner demonstrated strengths and areas for development? |
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**(Ideally, feedback should be obtained by the observer immediately after the observation of practice, although this may not always be possible.)**

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| **Feedback from the people with lived experience (PWLE).**   * **Observers’ summary and comments on PWLE’s feedback.**   (All efforts should be made to obtain the feedback) |
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**Section 4 – Practitioners comments on feedback**

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| **Using the feedback from the observer and people with lived experience (PWLE), reflect on your practice and professional development needs:**   * **Do you agree with the comments by the observer and PWLE?** * **Identify your specific learning needs from this piece of work (Write in a SMART (Specific, Measurable, Achievable, Realistic, Time-bound) way.**   If you have a Professional Development Plan/Continues Professional Development Plan link your learning needs from this piece of practice; you can discuss this in your supervision. |
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**Section 5: Signatures**

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| **Practitioners signature** |  |
| **Date** |  |
| **Observer signature** |  |
| **Date** |  |