

# Manchester City Council – Analysis of Social Care Staff My fellowship experience at the MCC– what I did, what I learnt, and why I truly loved it

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User	Use 1	G3. Please select what want to tell us about.	a13. Gaps: Prevention Offer, Support & any: Service: Community - If there were any areas of at part support that would have increased the clitten's independence, which you weren't able to $ \sqrt{2} $ in $f(\frac{1}{\sqrt{2}})$ or were unavailable, what were these?				Befriending servi	Integration of carer's assistance with sper TEC support	Multi-agency working coordination
167242055	1	Part 1 only - completed after ASC Assessment, Review, or Reassessment	This chitten was referred to LD services, but, her main need is Mental neath. When we contacted the MH team, they refused to plok the case up and site arget this laay unsafely from a MH ward. This resulted in here being treatomitted a coupled of weeks laay. The is now ogain had been sectioned under the MH oct out the MH team are still questioning which team this chitten should be assessed by. I understand that MH services are over suparticed at present but, it is concerning than they are discharging chittens from wards unsafely but, as not understanding that LB services as and late in the services they offer, therefore we would not be able to meet this lade an easy.						
171401034	315	Parts 1 and 2 - complete if using a Part 1 activity for your Part 2 weeky reflection.	ineffective placements Lack of secure community placement that can prevent absonding from DoL3 Lack of support from placement Mit arkies with the MHA. Refuta to support use of Guardiannip Crae and aetention under the MHA when requires waited unit numeous hom have come to servati individuos and person in abositive Crist before support received Lack of deleguate inpotent best svalates for aukaling in several unsuccessful moves (severe violence) and then being head in securitor on Ricu for over a week. No access to secure services		vs harm ved cessful	ĩ			1
171625647	319	Parts 1 and 2- complete it using a Part 1 activity for your Part 2 weekly reflection.	Care and support needs are present but not ave to physical disability nor are they ave to learning difficulties but because ne has lived a protected life where his mother cored for him and inhibited nim from toking responsibility of all his day to day task. Chitten is unsure of what mode of support to expect from.		or him				
171850017	325	Parts 1 and 2 - complete if using a Part 1 activity for your Part 2 weeky reflection.	TEC The aim is to increase the altizent independence, however, the right technology is currently not available. I was looking for window sensor for the altizent betwoom windows. The aim is to allow the altizen enjoy some private time with less interruption from staff.			1		1	

Example of coding grid for my Excel qualitative analysis

# **Overview of the Data Fellowship**

Through my data fellowship I worked on improving the City Council services within the Better Outcomes Better Lives program. The aim of the program is to enhance the use of a Strength-Based Approach in Adult Social Care, so that citizens are empowered by practitioners to rely on their current abilities and strengths, rather than focusing on their limits and problems. My job consisted in finding the gaps in this system that prevented practitioners from adopting a Strength-Based Approach in their practices. To highlight these gaps I carried out a qualitative analysis of a practitioners' survey named Learning Logs. This survey was made up of six questions- for a total of more than 10,000 responses - asking respondents about what worked well and what did not in their work with the citizen, as well as about what form of support could have assisted them better in their application of a Strength-Based Approach, but wasn't available to them.

# Findings

- Most of the practitioners identified time constraint as the major barrier to the delivery of a strength-based approach.
- Many respondents highlighted the importance of coordination among sectors for the delivery of services to citizens.
- One of the greatest drivers of successful action across practitioners in the delivery of the Strength-Based approach was taking part in communities of practice which shared knowledge around the method and how to incorporate it into their daily work. This was good news for the City Council, as it proved that their program was having a positive effect on Adult Social Care workers.
- Expanding the amount of services available did not come across as much as a priority as improving the quality of existing services across Greater Manchester.

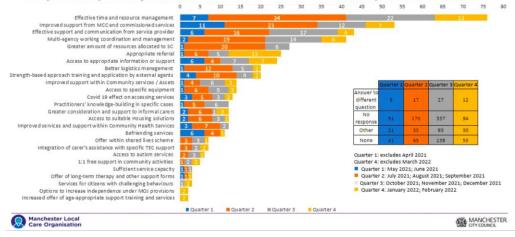
# **Key Skills Learnt**

Throughout this fellowship I could practice and expand my qualitative research and analysis skills. This was especially useful for me in subsequent research projects, as it added a lot to my primarily quantitative background. In particular, I learnt new methods of data visualisation, and new practical ways of approaching large-n qualitative data. I also learnt new formulas in Excel, which I now use daily in my current work. As well as that, I have become more confident in delivering presentations and in engaging with professionals and stakeholders in a filed that is new to me. This data fellowship has also informed me a lot about policymaking in a local context. Before taking part in this experience I had no idea what working in a major city's local council was like, and to what extent its work could affect the life of millions of citizens.

### **Data Analysis**

To find strengths and weaknesses in the current approach, I used Excel to create a grid with all the responses and data details columned on the left-hand side of the spreadsheet. In the top row of the document I added all the response categories that I found among the answers during the coding process. In the interception cells between the columned responses and the categories row I put the number of times a category theme was found in each response (ranging 0-...). At the end I could do the sum of these cases for the overall total and for each month. This enabled me to create a summary graph for each question which showed which gaps the practitioners identified, as well as the number of times a gap/other theme was identified among practitioners across quartiles.

#### independence, which you weren't able to find or were unavailable, what were these?



PowerPoint slide example from my final presentation