

Practice quality standards

Sheffield City Council
Adult Social Care



Living the life you want to live – improving outcomes for the people we support.

Safe & Well

I support people to develop good relationships and networks of support, staying safe and maintaining a healthy, inclusive lifestyle.
I take a connected, whole family approach, that identifies mental health issues or any Safeguarding concerns.
I recognise my responsibility to identify children who may be at risk of harm.
I can identify people who need early intervention, and those who need support now or in the future to help them plan ahead.
I can identify young carers, understanding their role and supporting them to manage this appropriately.
I work actively with the person to set goals together, and work to remove any barriers to make sure their goals are achievable.
I work with partner organisations who may be better placed to support people.
I understand the range of procedures available that help to safeguard people.
I challenge all forms of racism and discrimination.

Active & Independent

I support people so they can do what matters to them, including working, volunteering, education and training.
I work closely with the person when necessary, and step back when they're able to live the life they choose.
I have honest, timely and open financial conversations with people.
I help people to understand their finances and explore the range of options for paying for support, including direct payments and grant funding, to give people control over their lives.
I identify and support people to take risks and promote ways of managing these positively.
I take into account people's communication needs, so conversations can explore fully their wishes and feelings, and what matters to them.
I support the person's decision-making, recognising when they are not able to make a decision.

Connected & Engaged

People are at the centre of my practice.
I have an active role in the neighbourhoods and communities of Sheffield.
I encourage open and honest conversations.
I consider how informal Carers voices can be recognised.
I listen to the person, and anyone they ask me to include to help them.
I check with the person how they want us to communicate with them.
I use communication aids, allowing time, and going at the person's pace.
I recognise the person as the expert in their life.
I get help from independent and informal advocates, interpreters and culturally sensitive support when required.
I use plain language to communicate, and record information accurately and succinctly.
I do not pre-judge or make assumptions based on diagnosis, heritage, age, or any other factors.

Aspire & Achieve

I use a strengths-based approach and see what's strong (not what's wrong).
I aim to support people to improve their wellbeing.
I show my commitment to developing myself and others, sharing knowledge and expertise with my colleagues.
I critically reflect on my practice with peers, managers, and partners.
I make good and emotionally intelligent use of supervision and support.
I acknowledge the person's hopes, aspirations, and outcomes.
I listen to and learn from feedback.
I challenge poor practices and processes and try to improve them in constructive ways.
I make evidence informed interventions with people and their carers to improve lives.
I develop and innovate to promote people's independence.
I learn from my experiences to improve how I practice.
I make sure I complete all mandatory training required.
I take responsibility to meet the required professional standards.

Efficient & Effective

I build constructive and influential working relationships with people, professionals and partner organisations.
I co-produce intervention and support with the person.
I provide the person with a copy of their assessment.
All my practice is consistent with the principles of dignity, fairness, equality and respect.
I can assess and balance risk, providing clear rationale for decisions.
I record the work I do factually, proportionately, sensitively and in a timely manner, using our IT systems.
I act responsibly when using public funds.
I protect people's information and share only on a need-to-know basis.
I work with partners to make sure there are options for high quality support.
I am honest about what we can and cannot do to support people, promoting their right to complain and provide feedback.
I am helpful and responsive, reducing handoffs and work together in the background to provide timely support.
I know my legal responsibilities.

Feedback & Suggestions

We welcome your feedback and suggestions. Please email: adultspractice@sheffield.gov.uk.

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