



## Framework for a Neighbourhood Cares Team in Cambridgeshire

The Neighbourhood Cares Teams starting point is strength-based preventative work. We support and care about the people in our community. We are a self-managed team that value being a community based team, (in the region of 10,000).

It has 3 key goals and elements:

**(i) Good care and support.**

1- **Self-resilience.** Support people to manage their own lives and care. Provide information and advice to help maintain their independence.

2- **Routed in local community.** Using an asset-based approach to community development, to build community resilience, which in turn fosters good care and support.

3- **Say yes to good care and support.** Each Neighbourhood Cares Worker is professional and uses their capacity, experience and expertise. They will complete an assessment of need that is proportionate and appropriate and if needed refer onwards to partners to ensure good care and support is provided.

#### **4- Qualified, Competent and Knowledgeable.** A

Neighbourhood Cares Worker will be a good communicator and will listen and respond to what they hear. A Neighbourhood Cares Worker will be skilled, confident and continuously strive for professional development.

**5-Team roles are shared evenly based on knowledge, competence and interest.** Each member of the team ensures that agreements about the team roles are adhered to and that all members are kept informed about the progress on your team role. You are the ambassador of your team role. Team roles rotate as you and your team decide. As a Neighbourhood Cares Team we make sure we are contactable within core hours and can offer flexibility if needed.

**6- The organisation and co-ordination of care in the neighbourhood requires collaboration.** Sharing knowledge and collaborating improves quality of care and support. As a team you ensure you keep up-to-date the relationships with all elements of the local health and care system (e.g. GP practice, allied health professionals, voluntary organisations). As a team you seek collaboration with other teams and fellow care organisations/institutions with a reputation for good care and Support.

#### **(ii) Financially and legally robust.**

**1-Each Neighbourhood Cares Worker is responsible for their own record keeping.** Each Neighbourhood Cares Worker is responsible to delivering and recording care and support within the relevant financial and legal legislation. To ensure they are responsible for their own training and development.

**2- The team meet statutory and legal duties.** The team meet statutory and legal duties but are not being constrained by processes and do the right thing at the right time for a person.

**3- Management of Teams Budget.** Each Neighbourhood Cares Worker understand their responsibilities of being diligent, realistic and principled with the team's budget.

**4- The Importance of relationships with partners.** The Neighbourhood Cares team will ensure it keeps up-to-date relationships with all elements of Social Care, Health and the care system. As a team we seek collaboration with other teams and follow care organisations with a reputation of good care.

**5- Illness and peak requirements are resolved within the team.** A healthy rota allows room for supporting colleagues being off sick or periods of peak demand for care. For instance when several colleagues are on leave. Only in case of exceptionally long absences or maternity leave a replacement will be sought in consultation with the coach.

**(iii) Work should be healthy and rewarding.**

**1- The neighbourhood Cares Team work together based on equality.** We don't have hierarchy based on qualification or role. Each worker has an equal vote. As a team we support and care about the people in our community.

**2-Team Roles are rotated.** The Neighbourhood Cares team will base work around evenly based knowledge and interests. Team Roles will be rotated as agreed by the team.

**3-Team rota is healthy and balanced for everyone.** Team will actively manage the teams work by discussion and consensus. Schedule in your holidays timely. Within the team you can decide on requests for days off. Working healthy requires a healthy schedule. Maintain a clear planning schedule for work and leave that allows for sickness and periods of peak demand.

**4-Protect Job Satisfaction.** Working together requires solution-orientated communication. Pay your colleagues a compliment when the situation calls for it. Ensure the team protects time for conversations and reflection within the team, then don't sit on issues take action. If a member of the team repeatedly fails to comply with the framework then this will have consequences for our three goals. Then use the coach to support resolve the issue.

**5- Complying with the framework.** If colleagues don't comply with the rules of the framework this needs to be discussed. Record – in writing – the agreed actions to remediate the situation. If things don't improve, ask your coach to attend the next meeting. If you – as professional – repeatedly fail to comply with the framework then this will have consequences for our three goals (1. Good care and Support, 2. Financially, legal robust, 3. Healthy and rewarding at work) and this may lead to disciplinary action.