

# Reflective Questions



## Support/Supervision

1. Do you feel your service and team are truly operating in a 'Trauma informed Way'? Have these conversations been held between Team Leaders/ Managers and your Senior Managers?
2. Do you have regular 'supervision sessions' with staff to enable oversight to cases, or the option to discuss amongst team members to encourage learning, consider imaginative ways to support people and make the quality referrals needed to get them linked to additional services where necessary?
3. What is the capacity within your team to offer more flexible and assertive outreach? Do you have ideas as to how support could be offered in a more effective way, to encourage better engagement from your service users? Are cases held individually, or shared? What happens in terms of continuity if staff are off, or leave?

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## Flexibility

1. What practices are in place to allow team members to 'dig deeper' with the people they work with, to fully understand their history and aims? Can they follow their instincts regarding concerns and are they able to 'hold a case' while ensuring other safety nets are in place? Do you have processes in place to develop staff with skills in this area?
2. How can resources be offered for assertive outreach? What does this look like and who needs to deliver this? What changes to the model of delivery of services are needed and where? To ensure that services fit the person rather than the person having to fit the service.

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## Helpful Information, Legislation/Training possibilities

1. Do staff feel staff have access to training/discussions about how to deal with coercive relationships and how to work with people in this situation? Is there somewhere for them to share ideas? Have you trialled any? What are the views of the team in relation to ensuring that people's expectations are managed? Do they work alongside other agencies so that service users understand their options, timeframes, what is realistic etc?
2. Are staff confident about their work and how to put the MCA into practice? How do they follow-up after the assessment?
3. Are staff trained, with knowledge of where to go for additional support, including legal advice?