

What matters to Young People?

Young People at Clued Up are empowered to co-produce their work plan with Staff to help inform their support.



Introduction

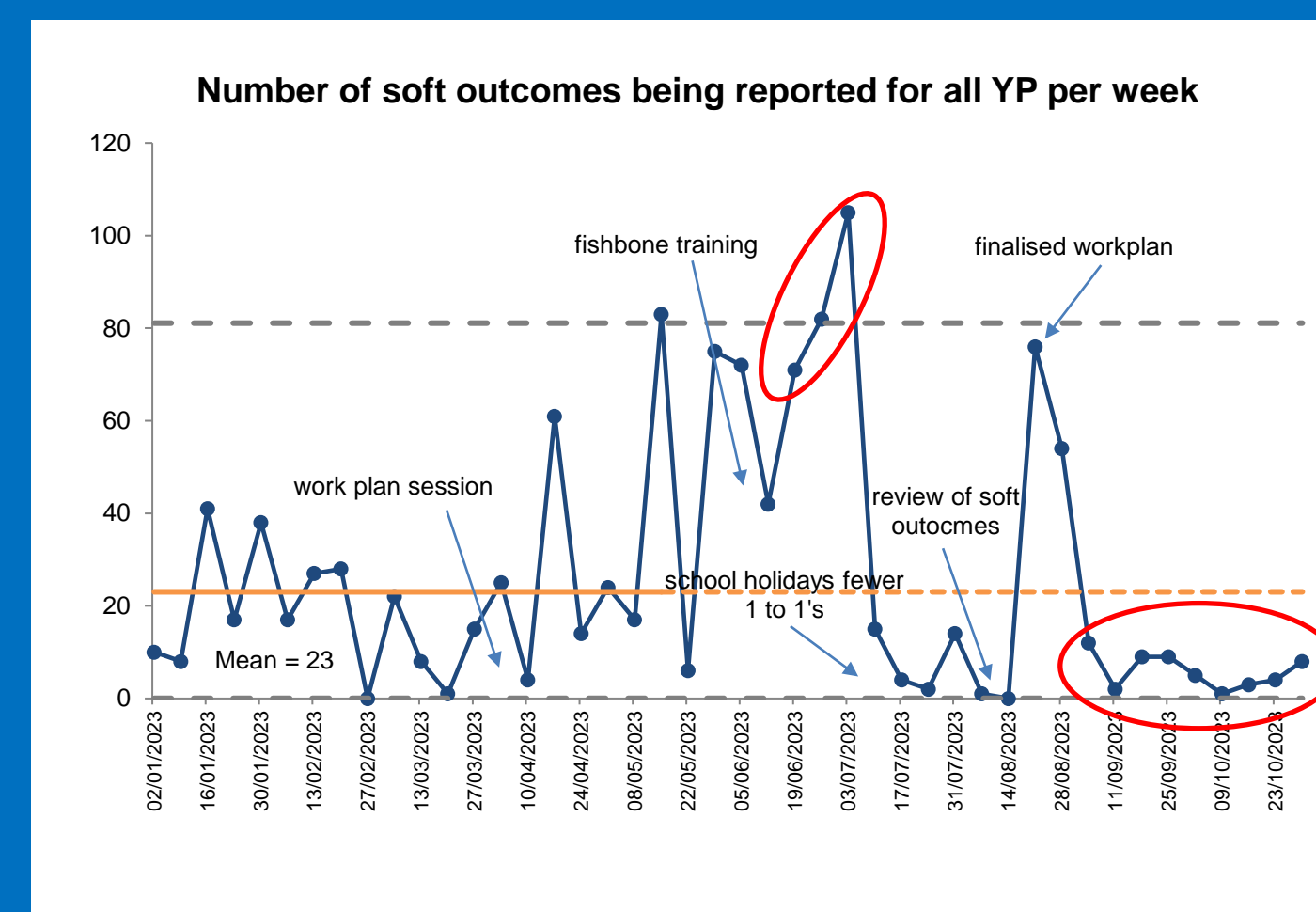
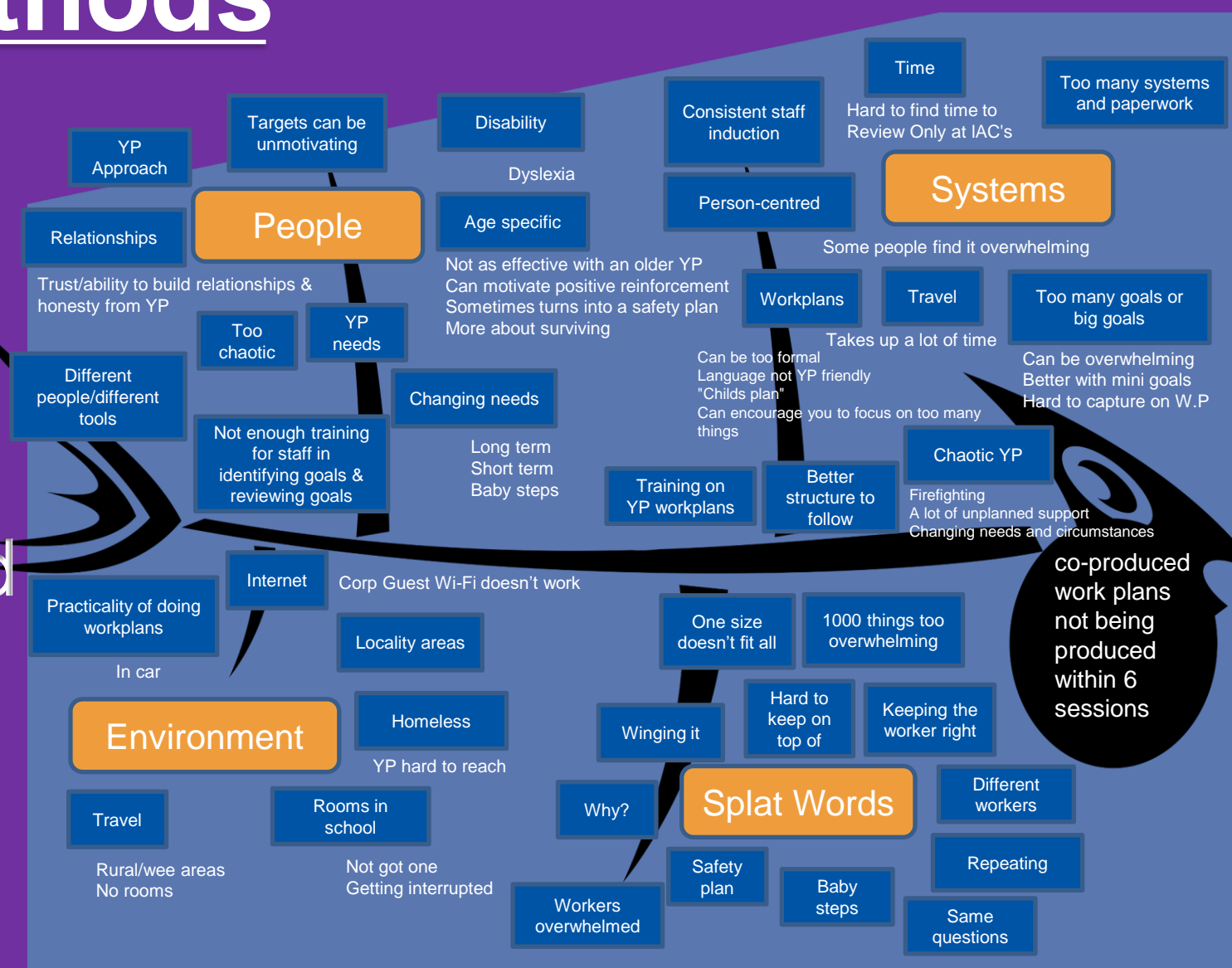
Clued Up works with young people who are affected by substance use and we will work with them to identify their goals and outcomes they want to achieve. We want to focus on this being done in a timely manner so that young people can identify when these have been achieved and they are ready to move on from the service.

Aim

By Nov 2023 95% of Young people (YP) have a co-produced support plan within 6 sessions of being supported which enables the YP to progress towards their agreed outcomes enabling them to decide they no longer require key worker support.

Methods

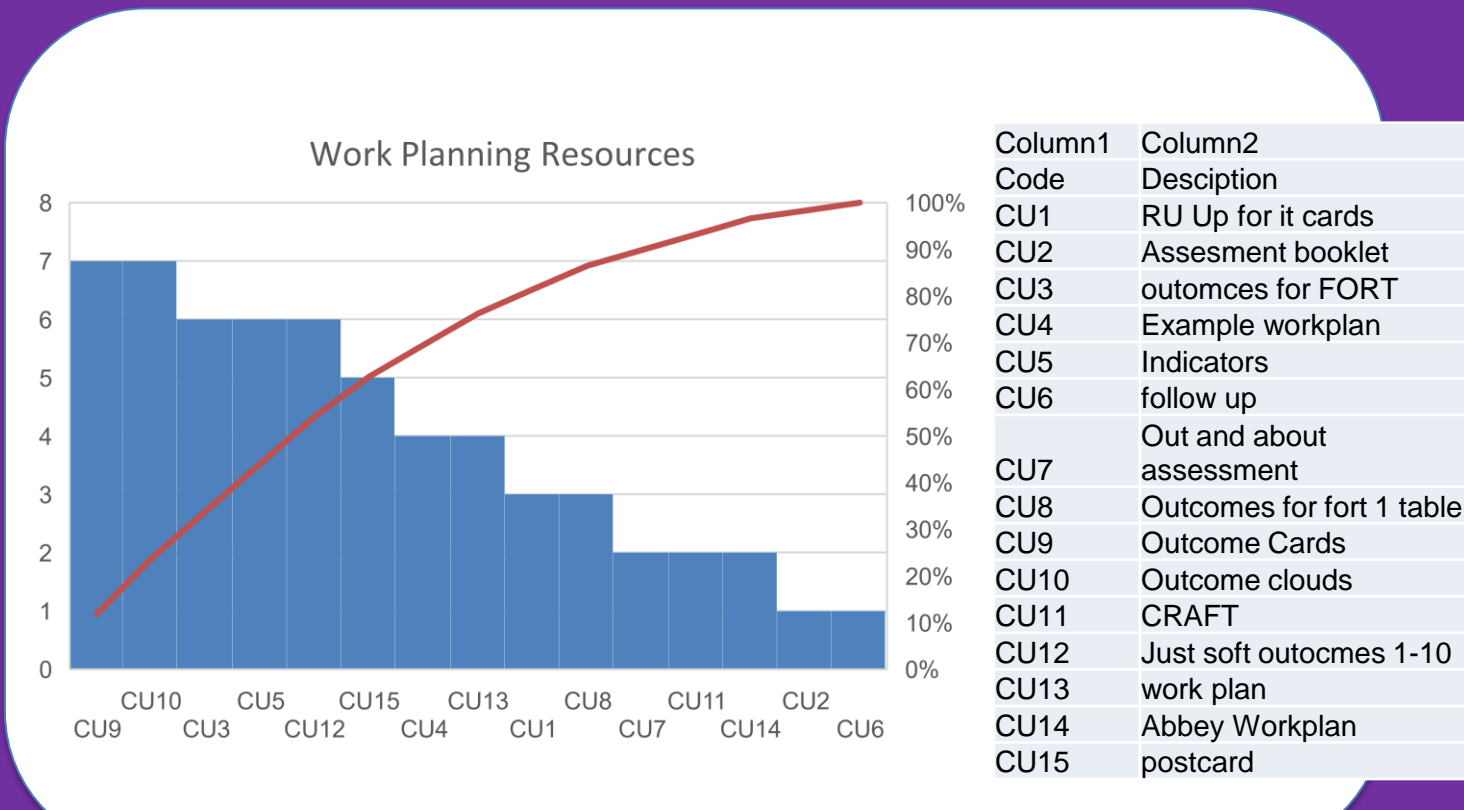
10 staff were involved in a session to understand the causes of workplans not being done. We split the group in to 2 and did a fishbone then collated the results. This then informed our driver diagram.



The outcomes being completed increase once the fishbone training and the review of outcomes was completed, however the school holiday periods then had a negative impact of this due to fewer 1 to 1 session and group work occurring during this time.

Conclusions

- "my head was like a ball of wool this helped to untangle it" - YP
- "helped us identify outcomes quicker" - Staff & YP
- "I enjoyed seeing what is all going on for me in one place, helped me priorities" - YP
- "YP liked working through the process" - Staff

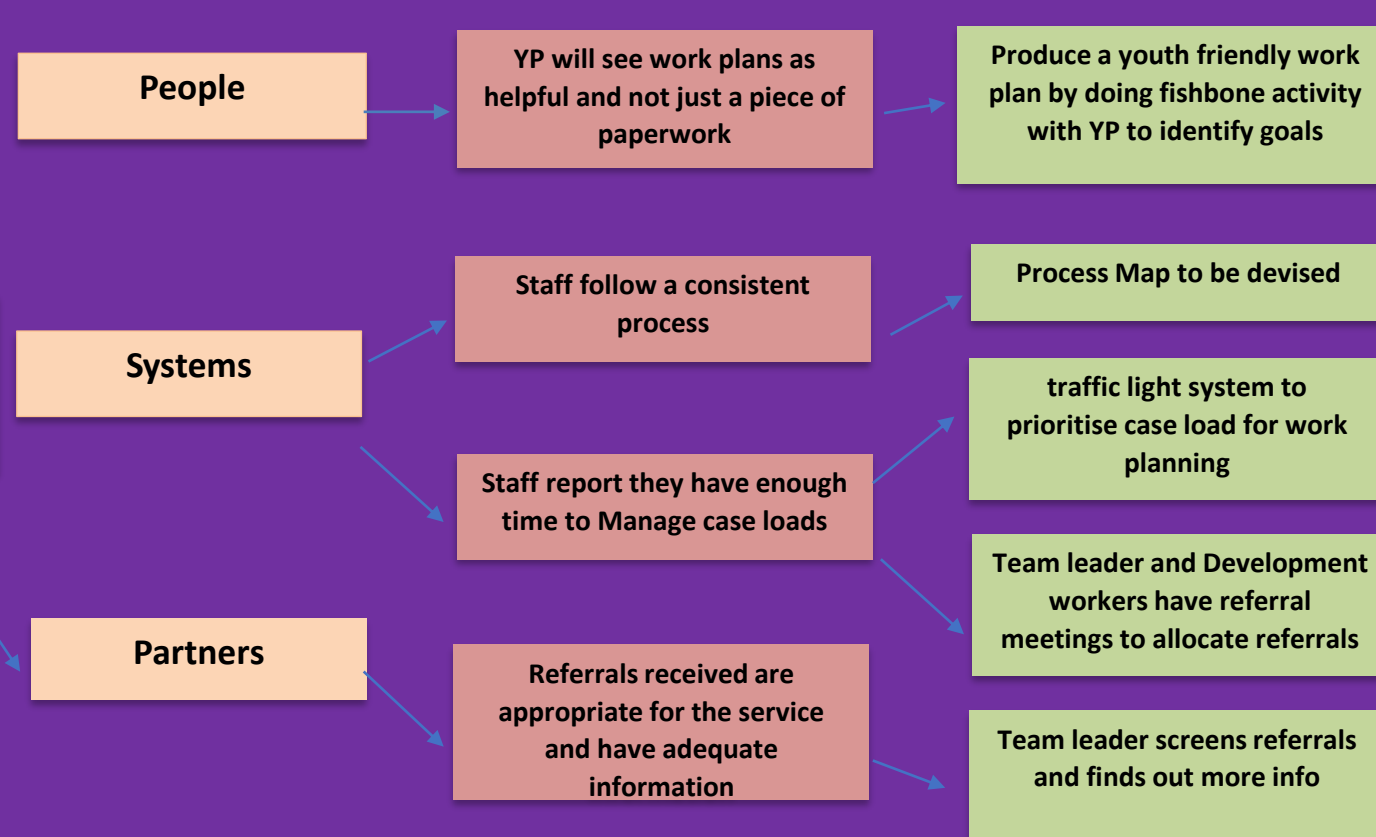


We also identified all the resources we already had to facilitate work planning and narrowed it down to decide what tool would be best used. Staff also spoke to young people and showed them various tools. We learned there was too many resources and fewer is best.

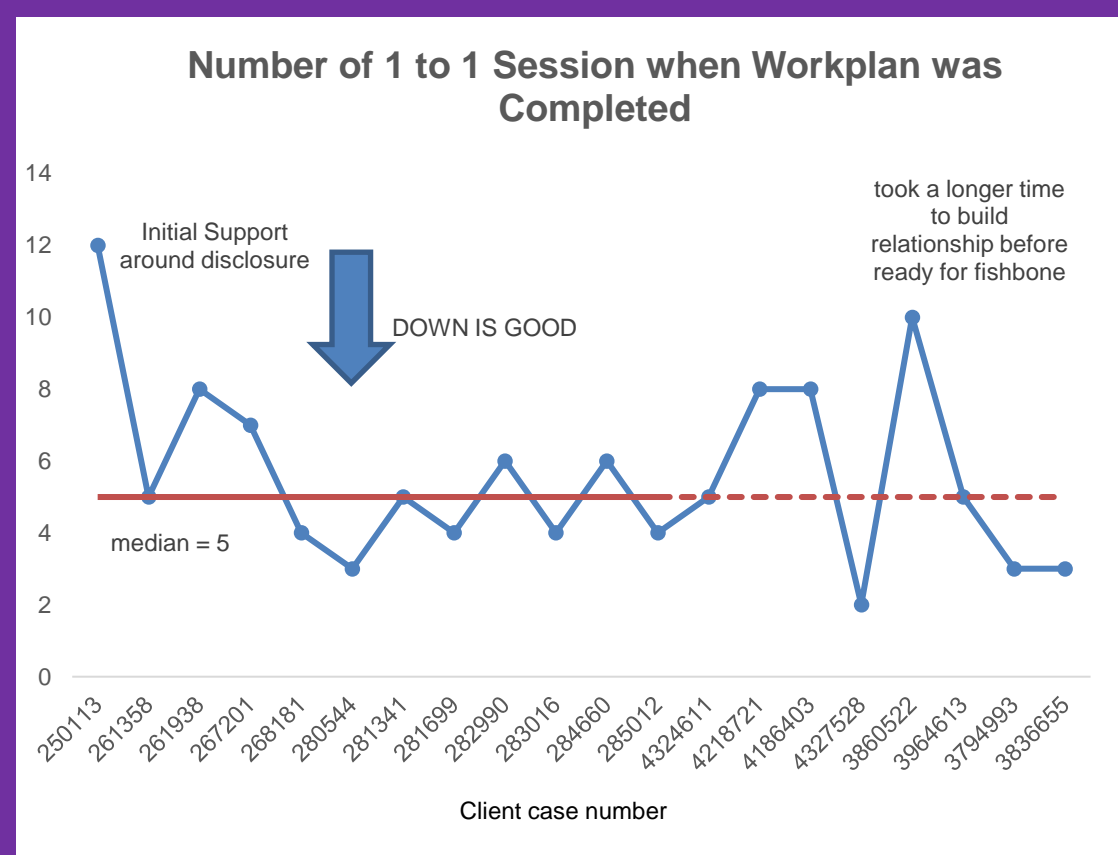
Process Changes

The change ideas we tested were:-

- Producing a process map to create a consistent process across the staff team.
- A youth friendly Work planning tool to be used.
- Traffic light system on client case files to be able to identify priority young people. PDSA cycles were used across the first two change ideas



Results



I identified one member of staff to test the change ideas. Workplans were being done in an average of 5 sessions. Did this create a more outcome focused approach with the young people? We monitored outcomes being documented over the year. It was important to be able to allow for variation in individual cases if client needs additional support.

Key Learning Points

- We very quickly realised our client management system was not going to be able to give us the data for all staff's young people in relation to how any sessions work plans were being completed in, anecdotally we felt this was an issue, but quantifying this was challenging.. We did however focus on an individual staff case load and show when they were being completed.
- Staff found it very difficult to support more chaotic young people to focus on this process.
- Unexpected workload also go in the way at times.

Next Steps

- Continue to work on our system so we can monitor work plans being completed.
- Review the process with young people who have been discharged.
- Add work planning/fishbone training to new staff induction.
- Consider how we imbed Quality Improvement work within the organisation so all staff see it as a model that is valuable and part of the day job when working with young people.
- Get involved in local Quality improvement work in Fife to support Other colleagues and partners particularly within the Third Sector.

