Case study 'Joanne', evidence 7: Peer feedback form

Direct observation template B, section 1
Observer to complete after the direct observation

<table>
<thead>
<tr>
<th>NQSW</th>
<th>Joanne Percival</th>
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<tbody>
<tr>
<td>Name &amp; role of observer</td>
<td>Anton Halworth – advanced practitioner</td>
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<tr>
<td>Date &amp; setting of observation</td>
<td>Review in residential care home 10.3.12</td>
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Holistic assessment of the NQSW’s capability based on this observation

Please comment on the NQSW’s capability, taking into account the level descriptor

**ASYE level descriptor:** “By the end of the ASYE social workers should have consistently demonstrated practice in a wider range of tasks and roles, and have become more effective in their interventions, thus building their own confidence, and earning the confidence of others. They will have more experience and skills in relation to a particular setting and user group, and have demonstrated ability to work effectively on more complex situations. They will seek support in supervision appropriately, whilst starting to exercise initiative and evaluate their own practice.”

Mitchell has been living in the residential setting for two years. Mitchell has high support needs as his behaviour can be seen as challenging. Mitchell’s parents have been very supportive, although they do tend to take an over protective risk averse approach. There has been some conflict between Mitchell’s parents and the care home in the past as the service has tried to extend Mitchell’s independence. Mitchell does not communicate much verbally, but he is well able to make his views known. Mitchell’s parents, his key worker and the home manager were present at the review. The review was a person centred review and I was also to complete the agency review documentation. Prior to the review I explained the situation to Joanne and we agreed that she would complete the review documentation as a learning exercise.

I noted the following about Joanne’s practice during the review:

Joanne sat silently during the review – she wrote quite a few notes but did not really participate in the discussions. This is understandable since Joanne does not know Mitchell and since this was a person centred review it called for knowledge of Mitchell. On the way to the review Joanne said she had not been to a pictorial review previously – I therefore expected her to take a particular interest in the way that Mitchell’s keyworker drew the content of the review for Mitchell. However, she did not show a particular interest in this. When I placed the pictures I had prepared on the table Joanne did not appear to look at how I had prepared for the review in a way that would facilitate communication with Mitchell.

Mitchell has started to develop a relationship with another man in the service. The staff felt that Mitchell was demonstrating that he wanted to spend time privately with the man. Mitchell’s parents responded very angrily to this. They asked me to intervene to stop this and said that I should explain that this wasn’t legal to the care staff. I explained that we were looking at making a best interests decision but that it did appear that Mitchell was consenting to developing the relationship further. After the review Joanne seemed embarrassed when I asked her about her feelings in relation to this discussion. She did say that she could understand the perspective of Mitchell’s parents and questioned how he could consent to a sexual relationship when his verbal communication was so limited.

After the review when we were driving back to the office, Joanne said that she had found Mitchell intimidating as he is much bigger than her and when he sniffed her hair – she said she could see why it would be better for Mitchell to have a male social worker as she thought he might be aggressive. I reminded Joanne that I had advised her that this was how Mitchell greeted new people and explained that there had been very few incidents of aggression from...
Mitchell for many years.

The review document that Joanne completed was factually accurate although she did not record the discussion about Mitchell’s developing relationship and the concerns that had been expressed about this until I prompted her to do so. I also needed to prompt Joanne to put who had said things in the review and to make the links to the picture charts that had been completed with Mitchell during the review.

Observer’s signature:

Date:

Direct observation template B, section 2
NQSW to complete after the direct observation
Complete 1 and 2 after reading the observer’s report

<table>
<thead>
<tr>
<th>1. Critical reflection and professional development</th>
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<tr>
<td>I found this review very challenging. Mitchell is obviously a very challenging person. I tried not to give him any eye contact as I felt that might scare him. I do understand what Anton said about Mitchell not being aggressive and I would not be intimidated by him if I met him again. I have learnt not to pre-judge people based on their background and diagnosis. I was quite shocked at how explicit the discussions were about Mitchell’s sexuality and this is an issue that I have come across before. I know that this is an area that Anton is very interested in and I have learnt a lot from him about this particular issue. The keyworker was very skilled at person-centred planning and I found the use of the four plus one question really useful – I will draw on this in my own reviews. I also learnt a lot about completing review documentation from the feedback Anton gave me.</td>
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<th>2. Comments and reflections on the feedback given by the observer</th>
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<td>Whilst Anton said I didn’t look at the pictures – I did watch the drawing and found this really interesting. I didn’t look at the pictures that Anton put down as I was listening carefully to what he was saying to make sure that my notes were detailed enough. I was embarrassed to be discussing sexual issues with Antion in the car after the review, as these are things I haven’t discussed in a work capacity before.</td>
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NQSW’s signature:

Date:
GUIDANCE on the Direct Observation Templates

**Template A** can be used for formal planned observations of the NQSW’s practice. In these cases the observer will normally be the primary assessor for the ASYE and therefore a registered social worker and be familiar with the ASYE capabilities.

**Template B** can be used for less formal observations of day-to-day practice. These observations may be undertaken by non social work professionals and practitioners and include a range of settings, for example, multi-professional team meetings, case conferences or joint visits. In these cases, the observer completing the template may not necessarily be a registered social worker. The observer will still need to have a basic understanding of what is required of an NQSW at ASYE level and should be given the ASYE level descriptor before the observation.

**Guidance for using Template A**

Preparation for the direct observation of practice:

- The NQSW and observer should plan the direct observation and agree objectives and assessment criteria for the observation (what do they want to achieve in the intervention and there any specific capabilities, identified as areas for development or concern, they would like the observer to focus on and provide feedback). The NQSW should complete and share boxes 1 and 2 of the NGSW form (section 1) with the observer as part of the preparation for the observed session.

- Wherever possible the service user(s)/carer involved should be asked if they are willing to be part of the process. If they agree, it is the responsibility of the observer and the candidate to ensure that the service user/carer is given the opportunity to comment on the NQSW’s capabilities, and/or for the service user to be given feedback about the NQSW and assessor’s own assessment. Not all service users will be able to or want to be involved in the process; others will be willing to contribute and be part of the assessment process. The observer and candidate will need to plan how this is managed using their knowledge of or/and relationship with the service user wherever possible to ensure that this is comfortable for all concerned (Adapted from Assessing practice at qualifying level for social work using the PCF)

- NQSW and observer should agree and clarify the role of the observer during the intervention: how will they be introduced, under what circumstances, if any, will they intervene.

- NQSW and observer should agree what happens after the observation—how and when will feedback be given, what reports/documents need to be completed by the NQSW and observer and by when.

- The NQSW should have the opportunity to reflect and comment on the observer’s report (box 6).