# Session 4: Turning worries into actions

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| **Timings** | **Activity** | **Content** | **Resources** |
| 90 minutes | Facilitator  Group exercise | **Session 4: Turning worries into actions**  This session will look at the importance of turning worries into actions. We’ll do this through a case study.  **Group exercise**  Refer to handout 3a ‘Facilitators notes’.  Give each group a copy of handout 3b ‘Case study’.  Share and discuss their thoughts and answers with the other groups.  *Facilitators note:*  During the feedback you could discuss the delegates’ understanding of mental capacity, consent and deprivation of liberty safeguards, and how they impact the relationship between people who need care and support, their families and staff.  You could also refer to your own organisations policy and procedures, for example care plans.  Give delegates handout 4 ‘Delivering good customer service.’ Give them time to read it and ask any questions. | [Handout 3a: Facilitator notes](http://www.skillsforcare.org.uk/familiesHO3a)  [Handout 3b: Case study](http://www.skillsforcare.org.uk/familiesHO3b)  [Handout 4: Delivering good customer service](http://www.skillsforcare.org.uk/familiesHO4) |