**SPLW Observation sheet**

This guidance is for individuals observing Social Prescribing Link Workers (SPLWs) practise. The aim of the observation is to understand the competencies and skills that a SPLW can evidence and demonstrate, and to provide feedback to help develop their skills and practice.

The observation sheet has been divided into two sections (Practice & Skills and Community Development), as these competencies are not observed at the same time.

The Observation sheet covers the majority of competencies for SPLWs as set out in the NHS England Draft SPLW Competency Framework but it is important to recognise that not all of these may be covered in one observation, and can be observed or evidenced through various ways such as feedback and other forms of observation.

Before the observation it is important to consider the pre-observation work or preparation the SPLW has carried out, to help focus the exercise. When observing, it will be helpful to provide brief detail on skills and behaviours observed, as well as commenting on any areas of improvement that would be needed.

**Who should observe a SPLW?**

We recommend a Professional Supervisor (see 4.0 in Introduction to Portfolio of Evidence) observes a SPLW and records on the Observation sheet or someone appropriately qualified.

The role of the Observer and Supervisor is to capture and record the experience of the observation and this could be observations of various settings.

Pre-observation planning

Ideally you should plan an observation with the SPLW ahead of time, as there may be particular cases that the SPLW would want observed. Consider the time that the observation will take as well as the time for post-observation comments and discussion. SPLWs will need time to reflect on your observation and feedback.

So, it is encouraged that the Observer and SPLW jointly agree on the following:

* Choose a date, time and location that works for the Observer, SPLW and service user. Ensure the service user is comfortable with the idea of changing a location. A different place may be unsettling and mean that they behave differently.
* Agree the session to be observed (initial appointment, follow up, face to face vs telephone, group setting etc.)
* Clarify any preparation that may be needed in advanced, such as the use of an interpreter, adaptation for visually impaired service users, audio impaired service users or any other communication barriers.
* Clarify the role of the Observer (the Observer should simply observe a SPLW’s practice and not interrupt or intervene the session unless a risk to a service user has been overlooked).
* Clarify purpose of the observation and its intended outcomes.
* Both the Observer and SPLW to familiarise themselves with the NHS England Social Prescribing Link Worker Competency Framework. You may want to consider together which specific competencies to focus on.
* Notes can be made by both the Observer and SPLW.
* Decide on how and when to discuss post-observation feedback.
* The SPLW will need to gain consent from service user and to clearly explain purpose of the observation.
* Agree on some protected time to allow preparation of the above.

**Post Observation discussion**

A brief discussion may take place immediately following the observation but some protected time together for reflections, comments and feedback is encouraged.

Questions to consider:

* How did I, as a SPLW, feel being observed?
* What went well, what did not go so well, what would I do differently?
* Any new learning or actions to apply going forward?
* Identified learning needs?

**How frequently should observations take place?**

There is no definitive answer on how supervisors approach the frequency of observations, but we do strongly encourage use. Observations can also be an effective way of working with SPLWs on professional development. The illustrative guide below may be helpful and is based on both feedback from SPLWs and Supervisors.

* Induction period for new SPLWs – following peer supervision (if possible), an observation is recommended six to eight weeks into the role with the appropriate post Observation feedback discussions
* At least every six to 12 months thereafter, some SPLWs may have a preference for more regular intervals, such as a quarterly basis. Please allow protected time for this
* The Observation template can be used for peer-to-peer observations too.

**Observation sheet
Social prescribing link workers: professional practice and skills**

This guidance is for the supervisor or appropriate colleague observing Social Prescribing Link Workers (SPLWs) practice. The aim of the observation is to understand the competencies and skills that a SPLW can evidence and demonstrate, and to provide feedback to help develop their skills and practice.

Social Prescribing Link Worker Competency Framework [add link]

|  |  |
| --- | --- |
| Name of SPLW |  |
| Name of Observer |  |
| Date and setting of observation |  |

|  |  |
| --- | --- |
| Introducing name and confirming patient details? |  |
| Consent obtained? |  |
| Accurate record keeping? |  |

 1. This section will allow you to observe the competencies to **Engage and Connect People**. This is where a SPLW is expected to make a positive connection with a patient and/or their carers.

|  |  |  |
| --- | --- | --- |
| Observation  | Yes/No or N/A | Comments (Brief details on relevantskills /behaviours/competenciesobserved and/or any areas ofimprovement) |
| Uses a combination of open and closed ended questions to gather information on patients’ needs |  |  |
| Adopts an appropriate approach to questioning  |  |  |
| Demonstrates active listening through verbal cues, body language and other cues |  |  |
| Clarifies and summarises information as appropriate and checks understanding |  |  |
| Empathises with individuals, their beliefs feelings and actions |  |  |
| Able to approach difficult conversations |  |  |
| Is able to communicate and adapt to different communication needs and preferences  |  |  |
| Has accurately and jointly identified a ‘need’ with the patient |  |  |

2. This section will allow you to observe the competencies required to **Enable and Support People**, where SPLWs are expected to undertake holistic support planning and produce goals and outcomes together.

|  |  |  |
| --- | --- | --- |
| Observation  | Yes/No or N/A | Comments (Brief details on relevantskills /behaviours/competenciesobserved and/or any areas ofimprovement) |
| Able to approach a personalised care plan or next steps to address the identified ‘need/s’ |  |  |
| Assesses and adapts to different skills, knowledge and confidence |  |  |
| Promotes and supports behaviour change through coaching and motivational interviewing techniques |  |  |
| Demonstrates cultural competence and understanding of equality, diversity and inclusion |  |  |
| Assesses progress against personalised care and support plan goals (follow up appointments) |  |  |
| Allows patient and their carer to suggest own solutions or goals by using prompts and verbal cues |  |  |

3. This section allows you to observe competencies for **Safe and Effective Practice**, in a variety of settings (MDT meetings, team meetings, caseload discussions, one to one meetings and training records). Here the Observer may retrospectively complete the entries below.

|  |  |  |
| --- | --- | --- |
| Observation  | Yes/No or N/A | Comments (Brief details on relevantskills /behaviours/competenciesobserved and/or any areas ofimprovement) |
| Is an effective and trusted member of the Multi-Disciplinary Team (MDT) by participating in meetings where an appropriate support offer could be offered by a SPLW |  |  |
| Maintains compliance with mandatory and statutory training |  |  |
| Understands obligation to safeguard individuals from harm |  |  |
| Understands and maintains compliance with information governance principles and protocols |  |  |
| Understands obligations to keep and maintain accurate records |  |  |
| Understands the social / wider determinants of health, health inequalities and population health |  |  |
| Utilises available evidence base for social prescribing interventions and activities |  |  |
| Records and demonstrates impact through multiple routes |  |  |

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| --- |
| Other comments |
|  |
| Observer feedback (summary of observations) |
|  |
| SPLW feedback (How did it feel to be observed? Anything you would take away from the Observer feedback) |
|  |
| Identified Learning needs |
|  |

|  |  |
| --- | --- |
| Supervisor signature:  | Date:  |
| SPLW signature:  | Date:  |