

Evidence No.	B
Evidence Date	

- Direct Observation       Reflective account   
 Questions               Expert witness   
 Product                   Witness testimony

Candidate name: Phil

Evidence	Unit, Element, Pcs	Knowledge
<p>This is a reflective account of my preparation for and participation in our whole organisation annual review meeting. I used some of the knowledge and skills that I had previously gained leading a team meeting when I was standing in for the unit manager when she was on holiday. Last year I didn't have the confidence to play much of a role in the review meeting, but this year I played a much more active role.</p>	HSC43.1 Pc3	HSC43 20
<p>Standing in for the team leader had demonstrated to me the value of preparation for meetings: checking out relevant policies, requesting agenda items; contributing agenda items myself based on reflections of what was happening and important within the team. On the strength of this I took the annual review meeting very seriously this year. When we were asked if we had agenda items we would like to contribute I suggested two items that had been areas of concern to me during the year. These were a suggestion for reviewing how we involve people who use our services in decisions about the running of the organisation (for example, they are not currently represented at the annual review meeting); the second was about our shift patterns which are sometimes quite limiting for service users. I thought we needed to discuss this. I worded the agenda items as follows: reviewing involvement of service users; shift patterns – are they a limitation for service users? These items were included on the agenda and I was asked to introduce the items and facilitate a small group discussion in relation to them, with feedback to the whole meeting at the end of the day. Although this was quite a daunting task, I had learned the value of preparation in advance and also that many of the skills of communication and supervising members of staff can be transferred to presenting an issue and facilitating a discussion.</p>	HSC41.3 Pc2,6b,c,d  HSC451.1 Pc6, 7, 10, 11	HSC41 9, 16  HSC451 9a, f, g
<p>In preparation for the meeting I checked our organisational policy in relation to service user participation in decision-making and found that although the policy supported it there was very little that was specific. I discussed with the service users for whom I am key worker areas where they might like to participate more in decisions and talked to care workers whom I supervise about their views on shift patterns. I also discussed my thinking in my own supervision session. The service users were generally of the opinion that it would be good if representatives were included at the annual review, though they, though they would need some support to participate. Communication is quite difficult with one of the service users I work with because she has no speech and only limited signs, so I use colourful magazine pictures to facilitate communication. It also helps that we have known one another for a long time and I have observed how she makes her wishes known.</p>	HSC45.1 Pc1, 3, 4	HSC41 3
<p>At the meeting I presented the agenda items clearly and said what others had communicated to me about them. I also, as gently as possible, drew attention to the relevant organisation policies and how vague they were in relation to service user participation. At the group discussion which I facilitated I was careful not to dominate the discussion since I'm aware from leading a meeting how annoying and unproductive this can be. The advance preparation was really useful and other group members participated fully. I was also able to make an optimum contribution to other parts of the meeting because I had thought in advance about what had happened during the year.</p>	HSC45.1 Pc7a, b	



**Comments/Feedback to the Candidate**

Your reflective account indicates a competent level of analysis of practice. You demonstrate the ability to transfer prior learning to current experience and to look at your strengths and areas for development constructively. You have provided relevant evidence for a wide range of performance criteria.

I do feel that even more could be drawn from your current practice experience by greater use of your prior experience of team leadership and hope that further accounts will illustrate other dimensions of this learning. Some additional reading in relation to your account would enhance your knowledge base.

Well done though. Good work demonstrated here.

If witness testimony used, please state who supplied testimony and relationship to candidate.

<b>Expert witness signature</b> (if applicable):	
<b>Candidate signature:</b>	
<b>Assessor signature:</b>	
<b>Date:</b>	