

B.A. Social Work

Service User and Carer Involvement
LEN Showcase Event

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Service user and carer involvement

- Service users and carers involved throughout the three years of the degree course:
- Admissions: members of the Success group involved in designing interview questions and in all prospective student interviews.

Service user and carer involvement

- Year one: involved in Social work skills in context and Practicing social work modules.
- Year two: involved in Social work with children and families, Social Work with adults and Practice modules.
- Year three: involved in Practice module and Interprofessional working module.

Practicing Social Work

- Since September 2013 there has been a requirement for social work courses to provide 30 days of skills training.
- Practicing social work is one module which provides this.
- Emphasis is on developing basic interpersonal skills, communication, management of self, assessment skills etc.

Practicing Social Work

- Students have two practice interviews, one on the telephone, one face to face.
- Service users and carers involved in devising and acting out the scenarios for these interviews, and in providing verbal and written feedback to students.
- Service users and carers also involved in lectures and seminar groups throughout the module.

Practicing social work interviews

- Telephone interviews, face to face interviews and feedback sessions are all videoed to help the students' learning.
- Telephone interviews take place in an office environment with the service user in a separate room. Students take the role of a duty social worker.
- Face to face interviews take place either in the social work flat or in a mock hospital ward. Again students take the role of duty social worker.

Assessment

- There are two assessments for this module, a group poster presentation based on their face to face interview and a reflective account reflecting on their experience in the interviews.
- Members of the Success group are involved in giving feedback on the poster presentations.

Student Evaluations

- Student feedback about this module is generally very positive, students appreciate the involvement of the Success team.
- “ Better to make mistakes in a practice interview than to make mistakes in practice.”

What have been the benefits?

- **Benefits for students:** “I feel so much more confident about practicing as a social worker after doing this module.” “I really enjoy working with the service users and learn so much from them’
- **Benefits for service users:** ‘I was very unsure at first but I can really see the growth in students. As they are so good in communicating with us, I know the future of social work is safe’
‘Working on this project has made me come alive again’
- **Benefits for employers:** ‘The students who have undergone this process are so much more confident when they come into placement to work with real life situations’

- **Any questions?**

