

CURATORS  
OF CHANGE



directors of  
**adass**  
adult social services  
eastern region  

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connecting innovating improving

Focus on :

**Relationships**

## Invitation to Brave Space

By Micky ScottBey Jones

Together we will create brave space

Because there is no such thing as a "safe space"

We exist in the real world

We all carry scars and we have all caused wounds.

In this space

We seek to turn down the volume of the outside world,

We amplify voices that fight to be heard elsewhere,

We call each other to more truth and love

We have the right to start somewhere and continue to grow.

We have the responsibility to examine what we think we know.

We will not be perfect.

This space will not be perfect.

It will not always be what we wish it to be

But

It will be our brave space together,

and

We will work on it side by side

# The invitation we make and the principles we borrow for 'Over a Brews'

## CAMERADOS "6 Principles"

- 1) No fixing, Just be alongside (and lots of tea)
- 2) Have Fun, makes things less scary
- 3) It's OK to disagree, respectfully
- 4) Mix with those who don't look like you
- 5) It's OK to Fail. We're all a bit rubbish sometimes.
- 6) If someone's struggling, ask them to help you.

Be More Human

## Creative Space

Being Kind To Yourself Mind

Making Ripples of Change

Relationships Formed With Trust

Building a Good Rapport

Open and Honest

Trust and Respect

Working With People In Partnership

Empathy and Recognition

Being an Individual

Feeling Safe

In a Creative Space.

Poetry response by an expert by experience  
participant

*Thankyou for sharing*

Non-I









# The Importance of positive relationships.

## Isaac's reflections

[Over A Brew - Isaac and Naomi - The importance of Positive Relationships 5mins](#)

[30secs - 30th June 2023.mp4](#)

### Reflections

-  *Focus on building relationships on trust, empathy, honesty, curiosity*
-  *No relationship when you focus on just getting the task done*
-  *Can bring out contempt, disdain*
-  *Takes a commitment from both sides - they are not easy - but it can create safety, the feeling of support, and maintaining autonomy*
-  *Sharing mutual compassion*
-  *Seeing life from other people's perspective*
-  *Being interested in people and their lives*
-  *In the real world - relationships are time consuming, messy, fun, but can be extremely worth it - But in social care and the health world, the focus is on just transacting information*

**As you listen  
note down...**

What resonates?

How the stories  
make you feel?

Any learnings...

The logo for 'CURATORS OF CHANGE' is centered on a black rectangular background. The text is rendered in a teal, hand-drawn, sans-serif font. The word 'CURATORS' is on the top line, and 'OF CHANGE' is on the bottom line. A small, stylized sun or starburst icon is positioned between the 'A' and 'T' in 'CURATORS'.

# Summary - key themes

People value talking and relationships

Place chatting and relationships ,time and trust above task



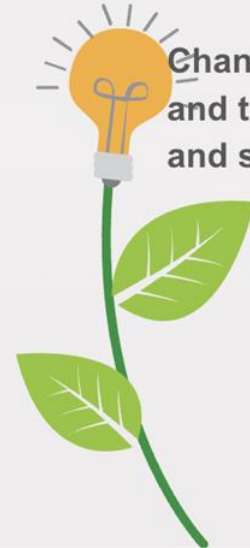
People need to feel heard and understood.

Listen to understand and then act



People need to be valued and treated as individuals (people)

Change mindsets and the way we treat and see people





# 1. People value talking and relationships

## -Place chatting and relationships ,time and trust above task

- ★ *Conversations, being able to have a chat*
- ★ *Chats matter*
- ★ *It helps to talk- talking can help with anxiety*
- ★ *Importance of meaningful contact & social interactions*
- ★ *Not just tasks, a real relationship*
- ★ *Relational rather than transactional*
- ★ *Human conversation brings benefits we may not immediately think of*
- ★ *Need to ensure the training includes building good relationships*
- ★ *Time, people need time!*
- ★ *Trust*
- ★ *Trust is built over time*

*Personality and caring nature  
- we can teach people to complete tasks , we can't teach people to be friendly*

***Everyone deserves to have a good life***

*Professionals need to take it back to basics- language, being curious and giving people time to build relationship*

## 2. People need to **feel heard and understood**

### - **Listen to understand and then act**

- ★ *Listen to real stories*
- ★ *It helps to talk*
- ★ *Being heard and understood*
- ★ *More empathy needed*
- ★ *The need to put myself in someone's shoes to truly understand the person and their needs*
- ★ *Providers need to learn empathy and to understand the emotions of carers*
- ★ *Listening followed by actions!*
- ★ *Take the time to listen and follow up on actions*
- ★ *Feedback should be listened to and acted on*
- ★ *Carers being seen as confrontational when trying to get good support for their loved ones*

## 3. People need to be **valued and treated as individuals (people)**

### - **Change mindsets and the way we treat and see people**

- ★ *Gatekeepers trap people in their bodies and assume we lack capacity*
- ★ *Don't stereotype*
- ★ *Don't judge*
- ★ *Don't make assumptions*
- ★ *Individuality*
- ★ *Treating people as people*
- ★ *One size does not fit all*
- ★ *To feel valued*

*People with learning disabilities are often treated as children - this really resonated*

*I want to have a voice*

**"TV stereotypes - misconceptions"**



# A call to action ....

- ⇒ Recognise the importance of relationships in health and care.
  - Invest time to build rapport and trust
  - Apply empathy
  - Use curiosity
  - Focus on equality, cultural sensitivity, extended families
  - Be more human (lanyards , uniforms ,computer screens , scripts and reports can act as barriers)
- ⇒ Apply consistency, ensure continuity of care
- ⇒ Ensure communication is regular
- ⇒ Attend to language
- ⇒ Deliver holistic approach
- ⇒ Stop paying lip service
- ⇒ Be more pirate and brave to tackle resistance to change and problem solving
- ⇒ Train to break stereotypes / assumptions
- ⇒ Get clear about expectations

*We need to be more ambitious in the outcomes people want to achieve!*

***Frustrated at the system/service land***

***Language matters***

*The system was set up in another era - ie Textbook culture*

***Not looking to be best friend but looking for a nice relationship to build***

## What will you take away from today that you would like to bring to your relationships?

- ♥ *I think I'm going to ask my social worker to say how she thinks I can work with what she's telling me - ask her to put herself in my shoes and try to encourage some empathy.*
- ♥ *A conflict manager just taught me about the Zipup technique - while it's a safety thing - what does that zip my safety suit do to relationships?*
- ♥ *Trust, listening, then helping*
- ♥ *Make connections, curiosity about what matters to people*
- ♥ *I've actually seen a case file on my journey which has been written by the person and not the professional. Using the Think Local Act Personal I/We Statements.*
- ♥ *Time to be with people !!*
- ♥ *My takeaway is what a great meeting - well organised and authentic / honest - I will spread the word*
- ♥ *Focus on the person not the script - don't use the computer as a barrier*

## Job Description

Do you care? Yes

But do you really care

Do you love?

Do you treat me, like you treat your  
family

Can you understand me?

Can I understand you?

Are you able to adapt?

Or are you resistant to change.

Can you help me?

Or can I help you?

Poetry response by an expert by experience participant  
*Thankyou for sharing*  
Non-I

# 'Over A Brew' guide



## Grab a brew

Once you have your brew, ask someone to be the timer



## Reflect

Each person has time to think about the questions



## Have your say

Each take it in turns to say  
your response  
(3mins each)



Use the rest of the time to  
reflect on what's been said  
(no fixing)

Try the Camerados principles



PRINCIPLE #1 If we see someone struggling...we ask them to help us.\*

PRINCIPLE #2 No fixing each other's lives...we are just alongside each other.

PRINCIPLE #3 It's ok to be a bit rubbish...we share our failures without worrying.

PRINCIPLE #4 We mix with people...who don't look and think like us.

PRINCIPLE #5 Remember to have fun...it keeps things human.

PRINCIPLE #6 When we disagree...level with each other respectfully.

\* Creates purpose, self-worth and gets people out of their own worries.

Still got some time?  
Think about:

What's not been said?  
What are your lasting  
thoughts?



Over A Brew - 30th June 2023

Listen to the stories and note down:

