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Awards Category: Category 3: An Enlightened Approach

Awards Entry Number: C30031

Name of project, service, individual entering or nomination,
: Threshold Glasgow

1. Overview

Please provide a short introduction to the person, project or service. Briefly mention any aims and objectives if you think they are relevant. You must clearly outline how it relates to the [category](#) you are entering. You should answer any questions we have asked in the [introduction](#) for this award category.: Threshold Glasgow is a service supporting adults with learning disabilities and is part of the CrossReach organisation. Threshold Glasgow believes that customers have as much right to receive high quality training and development opportunities as workers, and believe that every worker and every customer has the right to have a direct input and influence on the training they receive.

What is distinctive and creative about Threshold Glasgow is we aim to fully include customers and workers, promote leadership and empowerment. We make this happen in many different ways, including having people we support and workers on our management team, leading various committees, and having joint training to ensure that our service is user led.

Since personalisation and budget cuts hit our service several years ago we have developed and changed in many ways, including in the way we approach training, learning and development. We believe that everyone has the right to learn and develop and have fostered a learning culture in Threshold Glasgow where everyone can take an active part. As well as involving workers and customers in developing and delivering training, we also work collaboratively with other organisations and services to do this.

2. What did you do?

Please describe the work carried out and explain how it meets the [criteria](#) we have asked for in the '[what we are looking for](#)' section for this award. Highlight any practice which was distinctive, innovative or creative and include details of on-going work still in progress.: Customers have a huge influence on our workers in Threshold Glasgow through being involved in all interviews, induction sessions and training and development sessions.

Many of our workers are lead trainers in various different areas including Medication trainers, Epilepsy trainers, Talking Mats trainers, Edge trainer (non violent intervention training), Sign Language trainers and Dementia trainers. Workers also lead Values sessions and we have workers trained in Systematic Instruction. Customers are also involved in taking a lead in planning and delivering training. For example when we were putting on a course on key working for new workers, three of our customers met with one of the organisational trainers to explain what they wanted from their keyworkers. They planned the training with the trainer, and delivered this on the training days, working in small groups with the new workers. As well as the people involved having the right to influence how their keyworkers are informed and trained, this empowered people and developed their skills and confidence. Customers are involved in presenting Risk Assessment workshops to workers & students. This has empowered all customers to know they should be involved in risk assessments. All our risk assessments and all our information is pictorial and easy read to empower customers to ensure everyone can participate and understand..

We have joint customer / worker meetings throughout the year where information is given, decisions made jointly and standards and rights discussed. At the beginning of every year workers and customers are given an opportunity to research a subject and then share this with everyone at these meetings. Subjects have included cancer awareness, safety in the sun, diabetes, stress and healthy lifestyle. This encourages all workers and customers to participate in our dynamic learning culture and

take responsibility for the development of the full team. Workers and customers are empowered around their learning and develop confidence and skills when sharing their learning with everyone. Workers at Threshold Glasgow are all trained in Safeguarding. We felt that customers have the right to be empowered and informed around keeping themselves safe from harm. We formed a Safeguarding committee made up of customers and workers and together developed Safeguarding - Harm and Rights training for customers. Threshold Glasgow for many years has given placements to at least 16 students including HNC social care, Occupational Therapy and Social Service and Education students. Students are inducted by workers and customers and have worker and customer mentors. Students are offered all training and development opportunities offered to workers and customers and encouraged to be involved in committees and organising events. Workers and customers have been involved in giving talks on social services to colleges and universities. This has been recognised by colleges as an important method of explaining to students the view of those who receive and work in social services.

Threshold Glasgow is an ASDAN accredited centre for this vocational award, with several workers involved in leading sessions. Modules customers are working towards include photography, gardening and cookery.

3. What did you achieve

Please describe and provide evidence of how the work has made a positive impact to the lives of those you have helped to support. Evidence can include research, practice, wisdom, service data or lived experience. Aim to reflect the criteria in the [‘what we are looking for’](#) section where possible.:

Having customers and workers involved in all areas of Threshold Glasgow including the management team, and taking lead roles in developing and delivering training has resulted in workers and customers being empowered and developing their skills and confidence. It has resulted in workers and customers taking personal responsibility for their own and the team's learning. Each worker has also developed personally in many different ways out with "normal" style training. This has resulted in a dynamic learning culture in Threshold Glasgow with high levels of participation from everyone. We have a very varied training base and both workers and customers benefit from these wide learning opportunities. Our service now has a Lay Assessor with the Care Inspectorate and also Care Ambassadors and a Dementia Ambassador. This is all as a result of our approach to encouraging development at all levels.

By informing customers and workers at meetings and trainings about codes of practice, national care standards and legislation, and discussing the practice and implementation of these with everyone, customers are knowledgeable and empowered around their rights. This means they are more likely to have high expectations about the service they receive, and more likely to challenge things they are not happy with. Workers are very aware of customer expectations and of the codes and standards they need to meet. By having regular discussions with our customers fully involved and contributing, our workers are exploring what is the right thing to do. The positive impact of our joint learning culture has been recognised by Care Inspectorate and Customer Services Excellence Inspectors.

The outcome of customers developing and leading Safeguarding - Harm and Rights workshops for other customers has resulted in our customers being better informed and empowered about their rights and how to keep themselves safe and reporting harm. This has been shown in statistics from feedback forms gathered after workshops. The training has been observed and commended by the Church of Scotland's Safeguarding trainers.

Threshold Glasgow's work with students has been recognised by colleges and universities and within the wider CrossReach organisation. Other projects have been encouraged to follow our example and develop their own strategy to get involved in the wider community. This is an important element of our asset based approach. Students have given positive feedback on our service and approach and the value of the experience. Customers have been involved for several years with Caledonian University to help prepare O/T students for their first placement. The wide range of students who come on placement help to enhance our reputation as a place of learning and development. Colleges do see us as one of the better placements for students due to our inclusive approach. All students on placement have regular supervision and are challenged to learn best practice within a social service setting. We will continually guide students towards legislation such as The Keys to Life, Winterbourne report, current SSSC & Care Inspectorate guidance.

4. Why should you receive an award?

Please summarise the reasons you feel this person, project or issue deserves an award in no more than 100 words.: Threshold Glasgow works in innovative ways in developing and training our customers and workers, and they have great opportunities to develop their skills, their leadership, and

their knowledge in many areas. In challenging financial times for the social care sector, having joint trainings and meetings saves on worker replacement costs. We have also developed Christie Commission report which has the aim to encourage an asset based approach. All who are involved in our service recognise their own value and input are of such importance to the future development of the service.

