

Reflecting and reflective practice becoming a lessons learned culture?

Chris Freestone - Dialogue.
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Reflecting----

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.... Embedded as day to day culture led practice, with a follow-on evidence trail of lessons learned and practice change ?

Reflection.....

- Think about ... definitions
- Take a few minutes to think about what reflective practice means to you. There is no right or wrong answer to this question and your answer will depend on many factors and your own background. Keep this definition in mind as we carry on the discussions.....





A reflective practice/robust safeguarding culture should contain five essential elements.....

- Professional curiosity
 - Professional vigilance
 - Forensic analysis
 - Being non – assumptive
 - Being non – biased
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- Is this you ? Is this your service ? Is this what you are seeing , hearing and reading ?

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Are these the questions used.....day to day , in supervision , after an incident etc?

What did I learn?

What do I need to
learn more about?

Why did I feel the
way I did?

What was easy?

What went well?

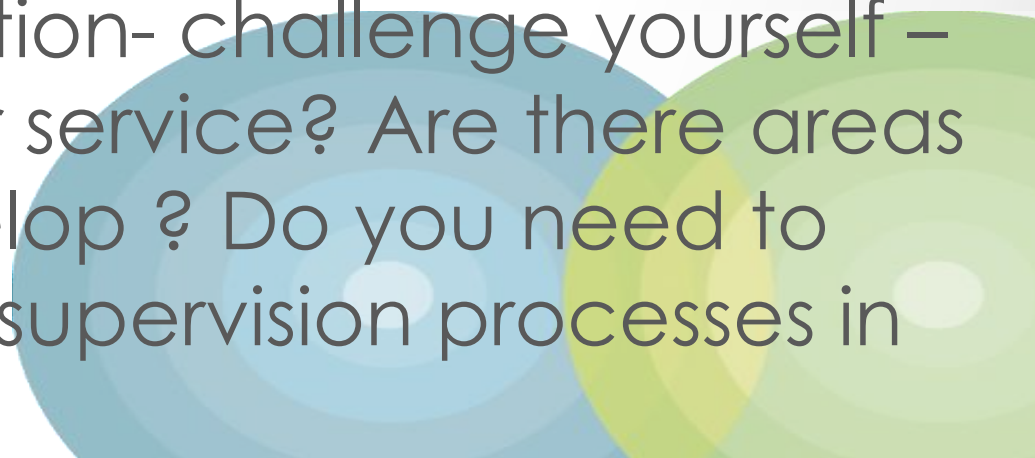
What was difficult?

What went badly?

I wonder what
would happen if...

How can I improve
in the future?

BUT.....

- Is this wholly **reflective practice**?
 - Reflective practice is an embedded practitioner response within an established culture
 - In terms of leadership in particular, it is a key quality which informs operational and strategic decision making
 - It is a skill which can be used in all areas of life
 - As we go through this next section- challenge yourself – is this you, your manager , your service? Are there areas you need to explore and develop ? Do you need to refine your support processes/ supervision processes in the home/service?
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Principles of reflective practice

- Reflective practice **enables us to learn from what happened to develop and improve our future practice**. Reflective practice enables us to achieve a better awareness of ourselves, our knowledge and understanding, our skills and competencies, and professional practice in general
- Reflective practice is defined as '**the capacity to reflect on action, so as to engage in a process of continuous learning**'- developing a practice led , lessons learned culture



Can be aligned with:

- Personal reflection
- Self-review
- Self-awareness
- Self-criticism or self-critique
- Self-appraisal
- Self-assessment

Are these elements clear in your visits , monitoring ,meetings with the RM? Are they embedded in supervision and appraisal ? Are you looking for these skills at interview?

Can be aligned with:

- Intra-personal awareness
- Personal cognisance- knowledge or awareness
- Reflective dialogue
- Critical evaluation
- Self-analysis of our thoughts, feelings, actions, performance, etc.



What does it encompass - a personal profile

Reflection	Reflexivity	Critical Reflection	Reflective Practice
Thinking about and interpreting life experiences, beliefs or knowledge.	Thinking objectively about ourselves, our behaviour, values and assumptions.	Broad contemplation to question and examine knowledge, beliefs and actions for change.	Use of reflective methods for personal and professional growth.



A process:

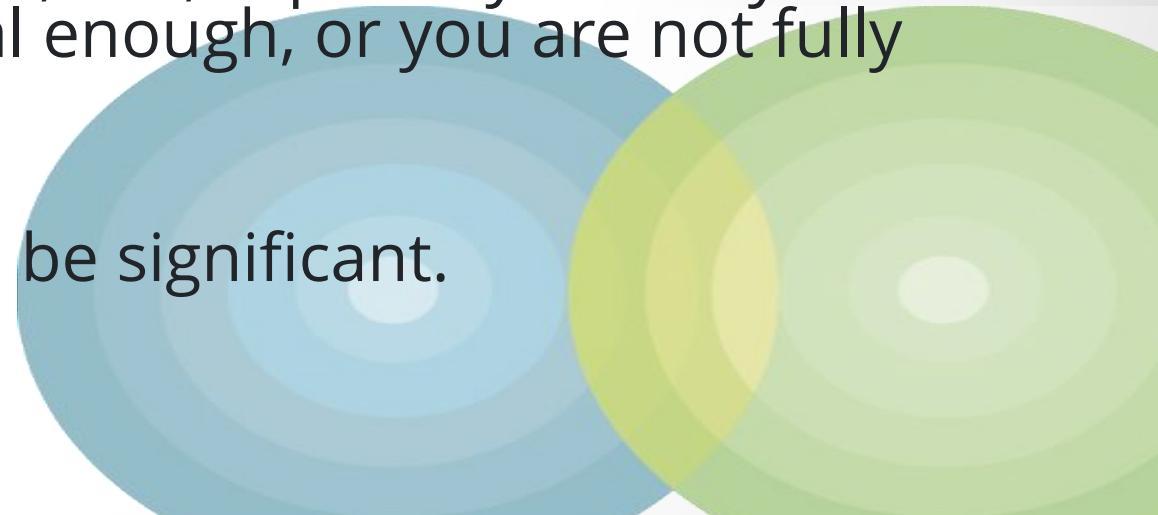
1. Reflection
2. Understanding
3. Action

During this process be mindful of the requirements to:

- **Reflect at the right time** - Reflect at appropriate times in relation to any experiences which are stressful or intense (intense experiences need a cooling-off period before 'cold' reflection is possible).
- **Balance subjective and objective reflection** - Be aware of the difference between your subjective reflection and your objective reflection - both are useful and relevant, but you must understand what is subjective and what is objective, and you must strive to balance each in arriving at the most helpful and clear overall understanding and then informing personal , operational or strategic development.

A process continued:

- **Understand how and why you think in the way you do** - generally and about specific things - this is 'metacognition' - ("Awareness and understanding of one's own thought processes.")
- **Consider your personal role and responsibilities** - examine your strengths, skills and development needs (for example assess your multiple intelligences to understand your different skills and abilities - and perhaps find new ones)
- **Seek external clarifications** - Refer to external references, advice, information, clarifications, facts, figures, etc., especially where you believe that your thinking is not factual enough, or you are not fully informed about situations.
- **The place where you reflect** can also be significant.



All contribute to :

- **Culture**- wider culture of the home and willingness to “learn” from issues-culture is key.
- Model
- Practice
- Actions
- Monitoring
- Outcomes
- Change

What model of analysis are you using- large and small scale ?

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Questions to ask

- Is a reflective / lessons learned culture embedded in all elements of the service ?
- Is it easily captured in your documentation?
- Most importantly are identified actions followed through , monitored for impact , outcomes and change ? (It won't surprise you to learn that this is often where the reflective practice/ lessons learned culture often breaks down.)



Questions to ask

- Can all staff speak to the whole process and its' impact ? It may be useful to find out what staff understand the practice and culture re, reflection and change to mean – team meeting exercise and discussion.
- Can the Manager speak to this ? Do they have the skills and understanding to embed this cultural approach?



Questions to ask.....

- Learning from when things go wrong, or a failure occurs is complex and can be cross organisational .
- How do you avoid a siloed approach ?
- How do you avoid blame getting in the way of change ? This is where a good model (e.g. RCA can help)
- Look to what happened – not “who”.
- Are you spotting resistance to change ?
- Good intentions at the start- ideas and actions not followed through.

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Questions to ask

- Does our system , paperwork , recording lend itself to this process? Do we need to amend?
- Can I find the evidence in a straightforward way ?
- What do young people say ?
- What do adults say ?
- What do other stakeholders say ?
- Is it working , if not , why not ?





Q&A

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Let's discuss and see how it applies , how comfortable you feel