

A VIEW ON THE MEANS OF TOOLS AND INSTRUMENTS, ON THEIR RELEVANCE AND ADDED VALUE IN THE CARE PROCESS. EXAMPLES.

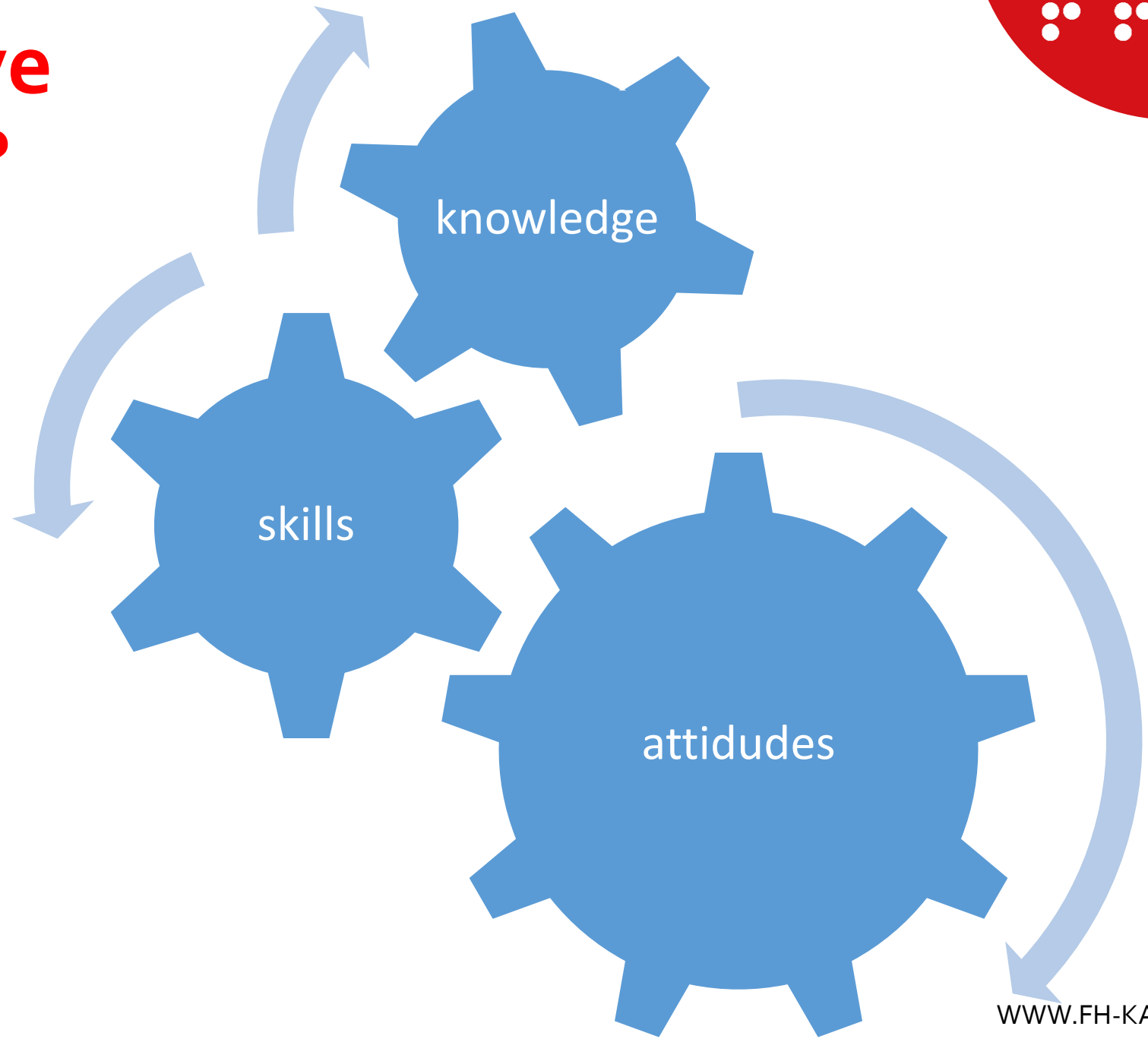
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What is a tool?

- ✓ Tools and Instruments
- ✓ Techniques
- ✓ Methods
- ✓ Concepts
- ✓ Theories
- ✓ Pars pro toto

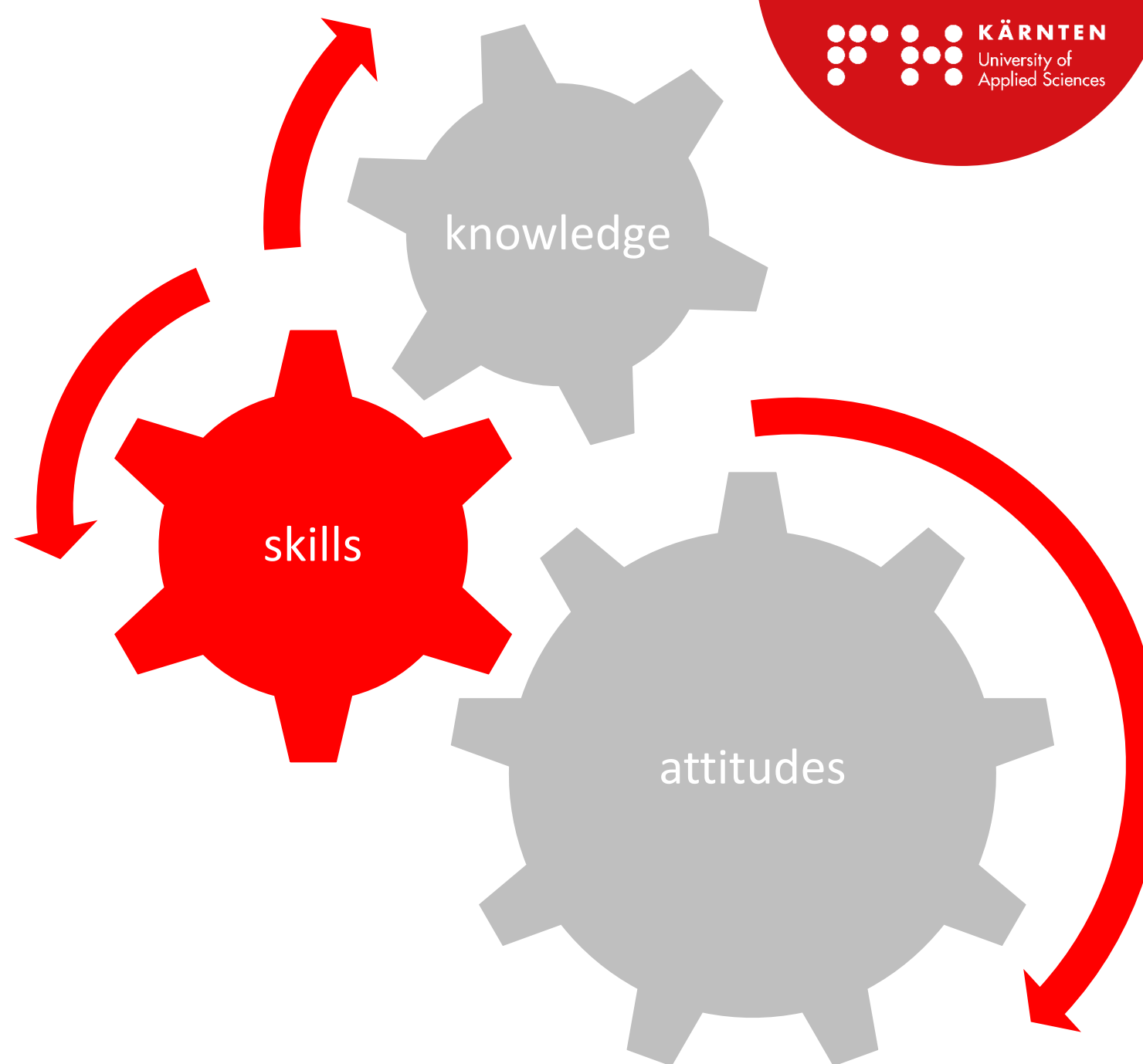
How to improve a care process?

Professionality
– Competences



How to improve a care process by tools?

“RELEVANCE AND ADDED VALUE IN THE CARE PROCESS”



Skills and Attitudes?

If I only have a hammer – all problems tend to get the shape of a nail.



If I know how to use a hammer –
That does not mean that I hammer all day.

About Skills:

- 
- ✓ The tool is not the product
 - ✓ Half of the product is not the product
 - ✓ The product is not the effect

Examples:

- ✓ Social diagnosis
- ✓ Case management

The tool is not the product

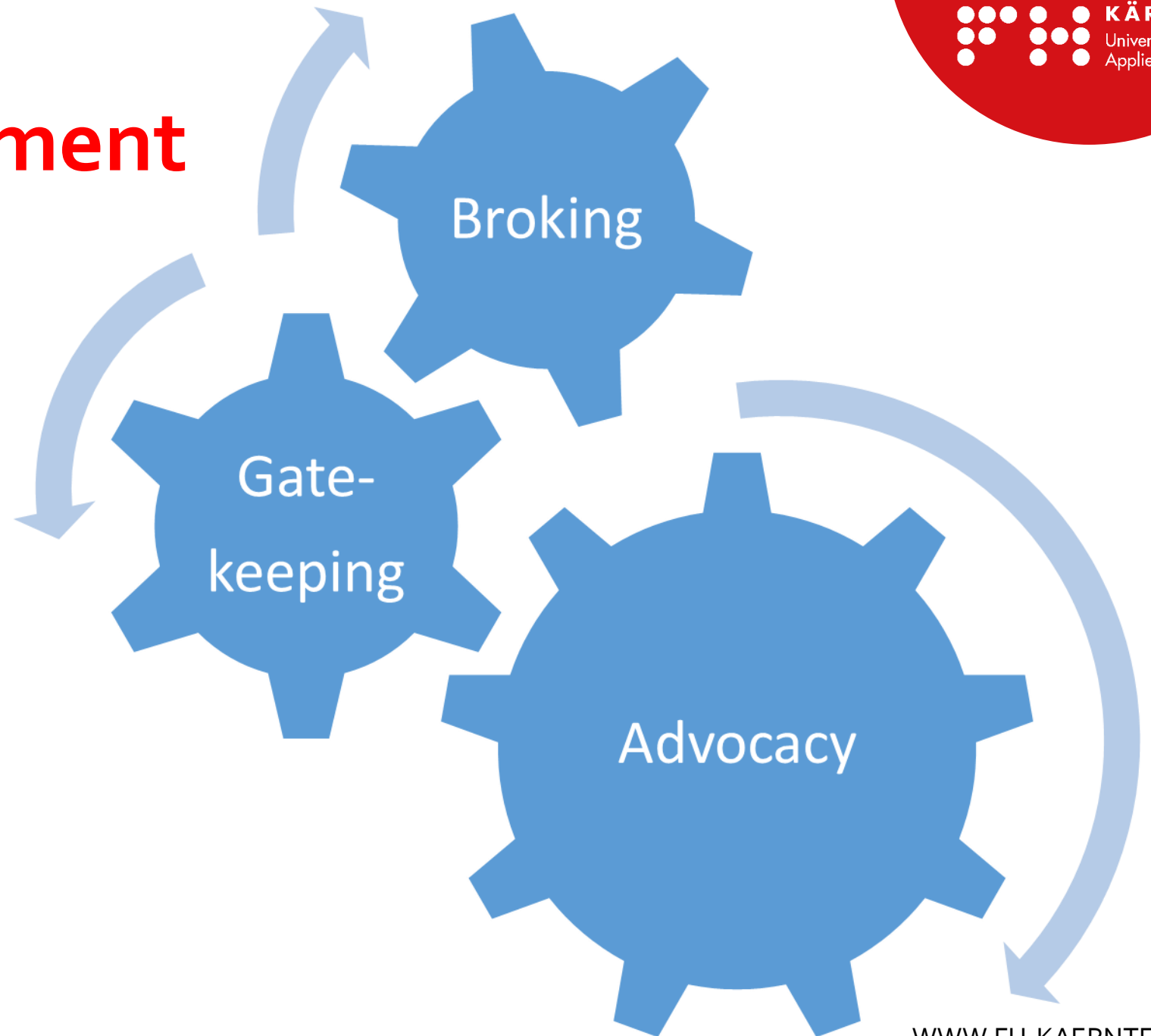
Half of the product is not the product

The product is not the effect



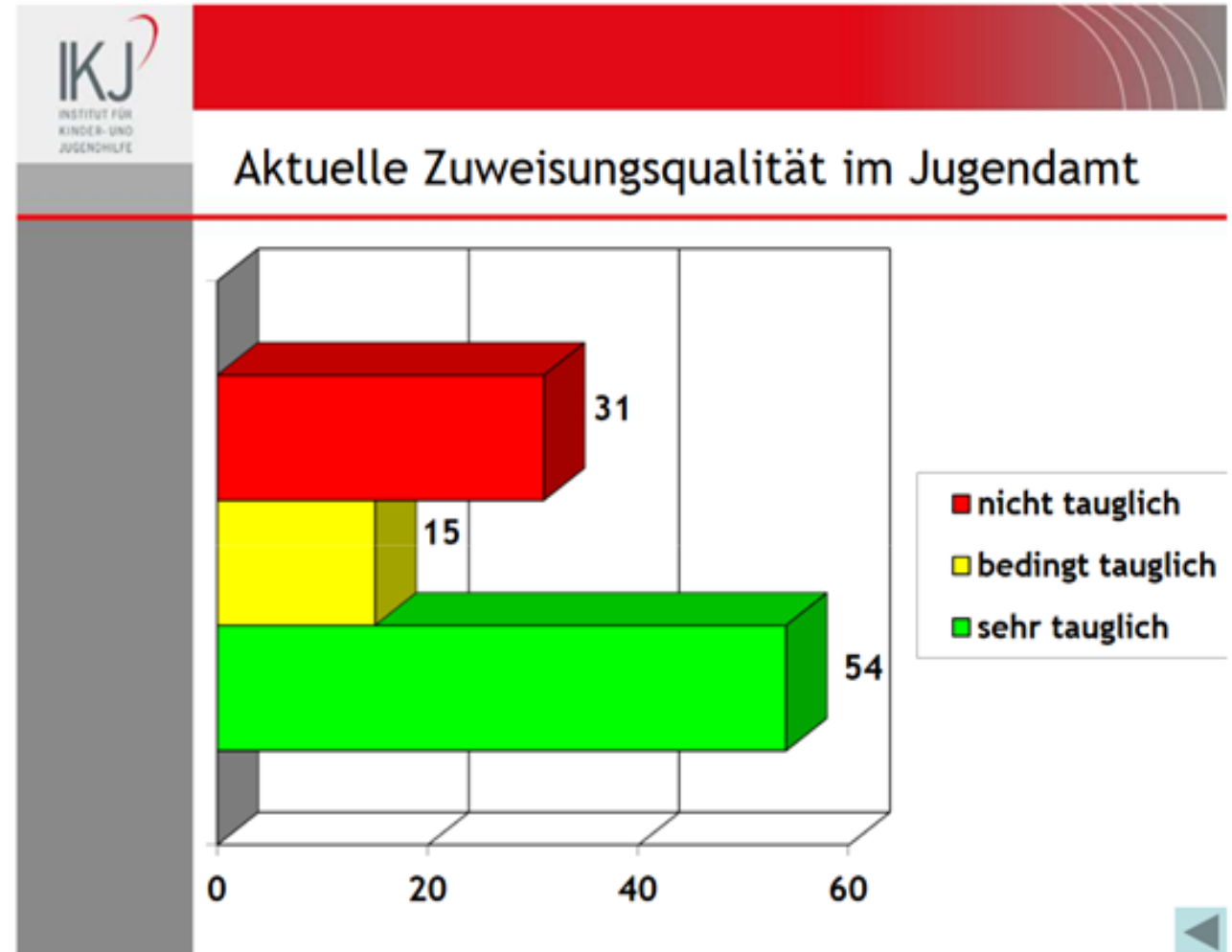
Case Management

- ✓ Broking
- ✓ Gate-keeping
- ✓ Advocacy



Case Management: Gate Keeping

Too often questions are asked if rules and procedures have been met but not whether this has helped children.” (Munro quoted by Paton 2011)



Examples:

- ✓ Social-pedagogical familydiagnosis
- ✓ Family group conference

The tool is not the product

Half of the product is not the product

The product is not the effect



Attitudes:

“The single most important factor in minimizing error (in child protection practice) is to admit that you may be wrong.”

Munro, Eileen, 2008, p. 125: Effective child protection (2nd Edition). London: Sage.

Skills and Attitudes (and Knowledge):

„However, completing the Signs of Safety framework – even when it is done collaboratively between the parents and children and all the professionals involved in the case – is only a means to an end. **Large child protection systems, with their bureaucratic tendencies can often get means and ends confused** and thus the completion of assessment frameworks can become a highly prized, over-valued key performance indicator. (...) As with all maps, the Signs of Safety map needs always to be seen as a mechanism to arrive at a destination. That destination is rigorous, sustainable, everyday child safety in the actual home and places in which the child lives.”

(Turnell, A. (2010): The Signs of Safety. A Comprehensive Briefing Paper. Online verfügbar unter <http://signsofsafety-stuff.s3.amazonaws.com/Signs%20of%20Safety%20Briefing%20Paper%20v1-03.pdf>, zuletzt geprüft am 24.08.2011:p. 7)

Thank you for your attention!