

A demonstration of leadership skills
required within my role as a therapy
assistant practitioner, in response to
an increased caseload

What are the skills that are needed for good leadership?

Communication

Good listening

Accountability

Reflective

Delegation

Collaboration

Transparency

Honesty

Flexibility

What are the implications of increasing the caseload?

- Longer waiting times
- Less direct contact with patients/service user.
- More indirect contact with patients/service users
- Less sessions may be offered due to time limitations.
- Less time available for supervision.
- Less time for training and personal development.
- More stress which will have implications on personal wellbeing and increased sickness levels.

(Health Education England 2021. p16) (Royal College of Speech and Language Therapists (RCSLT), 2017, p27) (RCSLT, 2021, p3)

What options are available?

- Shorter sessions
- Reduce planned weekly sessions
- Reduce travel time
- Clinic based therapy
- Online sessions
- Train and model therapy to carers and support staff

What data might be used?

- TOMs
- Outcome Measures tools

More local

- Training records
- Activity records and informal
- Time and motion study
- Supervision records

(Community Therapists Network, 2023) (Public Health Wales, 2023)

How will this develop me?

- Better time management and able to work more flexibly
- Recognising the need for honesty and being transparent within supervision
- Be supportive of colleagues who are also facing the same challenges. Example of good listening and working collaboratively
- Being accountable and working within scope of practice.
- Better delegation but also recognising staff training needs to keep quality of service
- Continue to work in a person centred way

Reference

Community Therapists Network (2023) *TOMs CONNECT – Overview*. Available at: <https://www.communitytherapy.org.uk/tomsconnect/#:~:text=The%20Therapy%20Outcome%20Measure%20%28TOM%29%20is%20an%20outcome,%E2%80%98wellbeing%E2%80%99%20in%20order%20to%20monitor%20changes%20over%20time> (Accessed 9th November 2023)

Health Education England (2021) *Allied Health Professions' Support Worker Competency, Education, and Career Development Framework*: Realising potential to deliver confident, capable care for the future. London: Health Education England.

Public Health Wales (2023) *Mesurau Canlyniadau Outcome Measurements*. Available at: <https://phw.nhs.wales/services-and-teams/improvement-cymru/our-work/mental-health/outcome-measures/> (Accessed on 9th November 2023)

The Royal College of Speech and Language Therapists (2017) *Information on Supervision*. London: Royal College of Speech and Language Therapists.

The Royal College of Speech and Language Therapists (2021) *Supporting adults with communication and swallowing Needs*. London: Royal College of Speech and Language Therapists