

What are the benefits and outcomes for the service users and carers?

Establishing consistent input from service users and carers will enable a true partnership, promoting genuine involvement and inclusion throughout the process. The CCTA will provide service users and carers with the opportunity to gain a better understanding about the team and the organisation and a forum to share ideas, views and experiences in a structured and supported way. The CCTA's person centred approach allows service users and carers to contribute to the development of a needs led service, promoting a real choice about the care they receive.

What are the benefits and outcomes for the team?

Following completion of the CCTA the team will have a clearer understanding of the needs of their service users and carers and of the capabilities that exist within the team. They will have had the opportunity to review the team skill mix and consider the introduction of NWW and New Roles. Completion of the team profile and workforce plan will enable the team to influence and contribute to the organisation's workforce planning process.

What are the benefits and outcomes for the organisation?

The CCTA provides the organisation with the opportunity to incorporate NWW and New Roles and to provide needs led, cost effective services, within existing resources. The completed team profile and workforce plan will support the organisation's wider workforce planning process.

How long does the CCTA take?

Steps 1 and 5 can be undertaken in existing meetings whilst Steps 2, 3 and 4 are full day workshops requiring the participation of the whole team. It is recommended that the CCTA is undertaken over a maximum period of 6 months allowing a minimum of 4 weeks between each workshop.

How much does the CCTA cost?

Whilst there are no costs attached to the provision of the CCTA documentation, following this best practice guidance entails the provision of a number of resources which are listed in detail in The Executive Summary (2:7).

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NWW New Ways of Working
in Mental Health

Creating Capable Teams Approach (CCTA)

**Best practice
guidance to support the
implementation of
New Ways of Working (NWW)
and New Roles**

 **Department
of Health**

What is the CCTA?

The CCTA is an 'off the shelf', 5 step approach to support teams to implement NWW and New Roles, based on the skills and capabilities required to meet the needs of service users and carers.

Who is the CCTA intended for?

The CCTA can be used in all areas of mental health, across health and social care, **for all ages**, in statutory, voluntary and private sectors.

What makes the CCTA unique?

The CCTA provides a clear, simple, person centred approach, with a defined workforce focus. It requires sign up from the organisation's senior management team, and the participation of service users and carers throughout. One of the outcomes of the CCTA is a team profile and workforce plan which feeds into the organisation's workforce planning process.

What does the CCTA consist of?

The CCTA consists of:

- An Information leaflet
- A Senior Management Briefing
- An Executive Summary
- A Facilitator's Handbook
- A Participant's Handbook

What are the 5 steps of the CCTA?

Step 1 – Preparation and ownership

Step 1 is the initial preparatory step which involves:

- Meeting with all those involved in the CCTA to obtain agreement to proceed
- Information gathering to support the process
- Introduction to the 10 essential shared capabilities (ESCs)

Step 2 – Team function

The first workshop which explores:

- The national and local drivers
- The function and make up of the team
- Existing skills, experience and qualifications within the team

Step 3 – Service user and carer needs

The second workshop which:

- Explores information gathered about the local population
- Identifies and prioritises service user and carer needs
- Identifies who currently meets the needs and who could/should meet the needs in the future

- Explores individual and team capabilities and any gaps
- Identifies what needs to change

Step 4 – Creating a needs led workforce

The final workshop which:

- Reflects the team's journey through the CCTA
- Identifies and categorises changes into NWW, New Roles, Learning and Development and others (team must dos)
- Produces a team action plan identifying red, amber and green actions

Step 5 – Implementation and review

Step 5 should take place in pre-existing meetings and involves:

- Presenting the proposed changes to the Senior Management Team (SMT)
- Agreeing an action plan with pre-set review dates
- Incorporating the action plan into regular team meetings
- Identifying mechanisms for sustaining change
- Identifying how the team profile and workforce plan will influence the organisation's workforce planning process
- Presenting the outcomes of the pre- and post-CCTA questionnaire