



Gofal Cymdeithasol **Cymru**  
Social Care **Wales**

Datblygu ein  
dull rheoli  
cymunedol

Developing our  
community  
management  
approach

Reb Vincent-Newson  
Rheolwr Ymchwila a Thystiolaeth | Research and Evidence Manager  
October 2022



Tim ymchwil a  
thystiolaeth: beth  
sy'm ein gyrru ni

Research and  
evidence team:  
what drives us

Ein cenhadaeth:

Datblygu galluedd a  
chysylltiadau pobl sy'n  
darparu gofal a  
chefnogaeth yng  
nghymru, i gyrchu a  
defnyddio tystiolaeth a  
gwybodaeth o ansawdd  
uchel i wella canlyniadau  
i bawb

Our mission:

To develop the capabilities  
and connections of people  
delivering care and support  
in Wales, to access and  
make use of high-quality  
evidence and knowledge to  
improve outcomes for all



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Social Care **Wales**

[gofalcymdeithasol.cymru](http://gofalcymdeithasol.cymru)  
[socialcare.wales](http://socialcare.wales)



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# Yr hyn a olygwyn wrth dystiolaeth

## What we mean by evidence



*Social Care Wales: adapted from Research in Practice*

By evidence enriched practice, we mean that decisions about how to provide care and support are informed by an understanding of:

- the best available evidence about what is effective – drawing from research and data
- the wisdom and experience of practitioners
- the wisdom, experience and views of people who use care and support and their carers



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## Yr hyn a ddywedodd pobl wrthym am ddefnyddio tystiolaeth

- amser: diffyg amser  
gwarchodedig a lle I feddwl
- defnyddioldeb: tystiolaeth gryno,  
gyda negeseuon ymarfer cael ei  
esbonio'n glir
- berthnasol: i'w gwaith ac i Gymru
- amserol: ar gael pan fydd y  
cwestiynau'n cael eu gofyn
- sgiliau a hyder: cyrchu, defnyddio  
a chynhyrchu ymchwil
- rhwydweithiau a chydweithio:  
perthnasoedd dda a pharhaus  
rhwng ymarferwyr ac ymchwilwyr

## What people told us about using evidence

- time: a lack of headspace and  
protected time
- usable: summarised evidence  
with practice messages drawn  
out
- applicable: relevant to their work  
and to Wales
- timely: available when the  
questions are being asked
- skills and confidence: to access,  
use and generate research
- networks and collaboration:  
good and sustained relationships  
between practitioners and  
researchers



# Symyd gwybodaeth

“...mae'n dod â gwhanol gymunedau ynghyd i rannu gwybodaeth, i gataleiddio newid”

“...cysylltu gwhanol fathau o wybodaeth (o ymchwil, o ymarfer, o brofiad) helpu pobl i wneud synnwyr o'r cyfan, a sut, mae'n cysylltu i greu darlun cliriach”

# Knowledge mobilisation

“...bringing together different communities to share knowledge to catalyse change”

“...connecting different forms of knowledge (from research, from practice, from experience) helping people make sense of it all, and how it joins up to build a clearer picture”



# Sut yr ydym yn cynnull gwbodaeth – pum maes gweithgaredd

## How we mobilise knowledge – five areas of activity

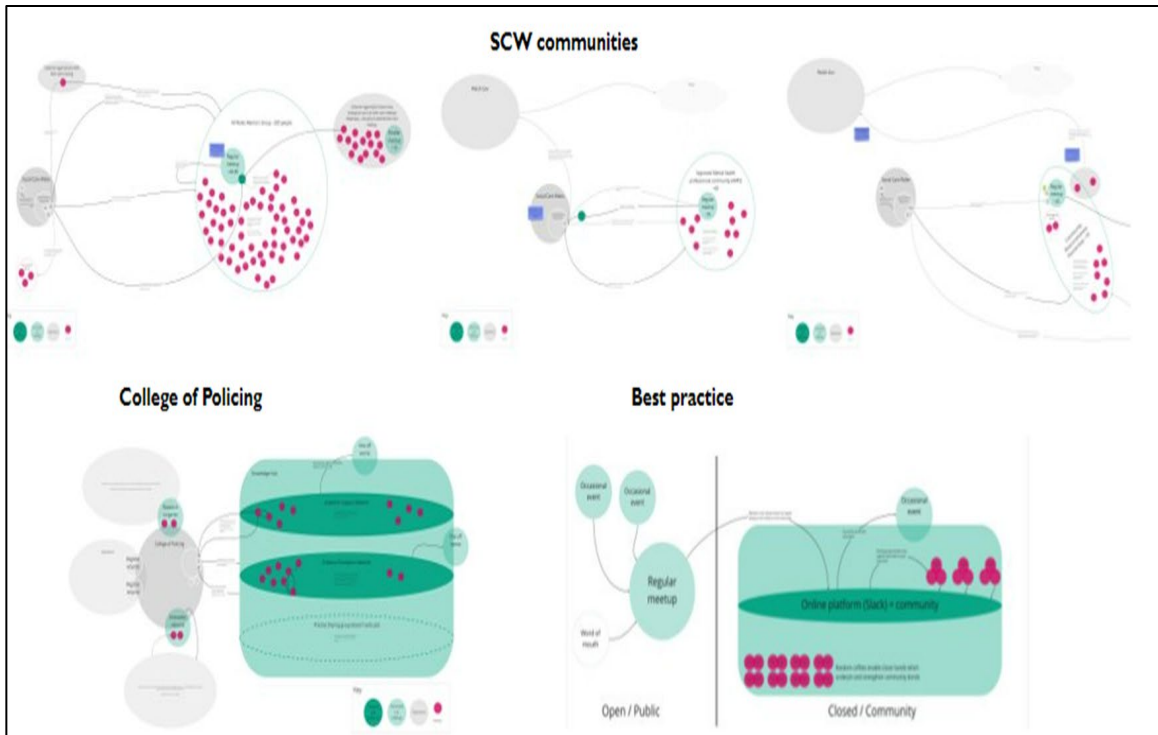
Dissemination	Exchange	Brokering	Co-creation
Websites	Workshops	Informing	Action research
Presentations	Conferences	Linkages	Dialogue
Research papers or reports	Webinars	Mentoring	Co-producing tools and resources
Videos and animations	Discussions on social media	Matchmaking	Identifying gaps
Broadcasting	Sharing	Connecting	Doing together

**Capacity building: underpinned by work to develop the capabilities of people to understand, use, synthesise and generate research**



# Ymchwil am gymunedau

## Communities research



### Sylwasom:

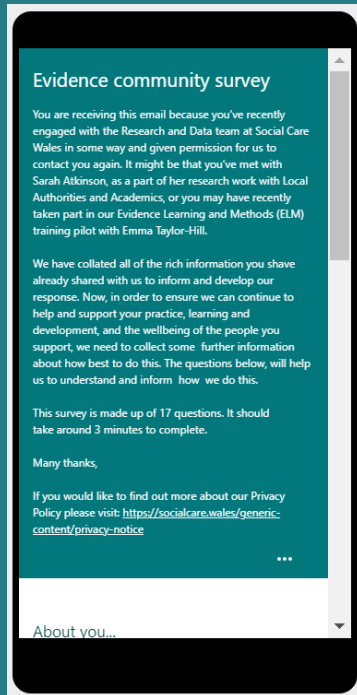
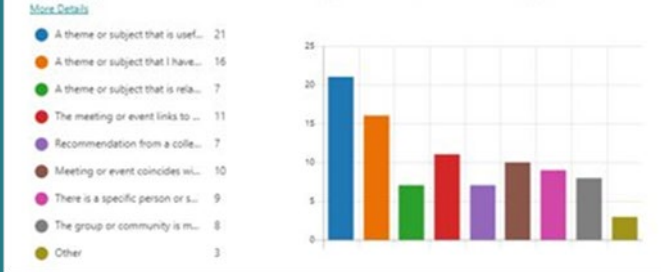
- fod gennym lawer llai o wyrdd! mae gwyrd yn cynrychioli cyfathrebu ar lwyfan digidol
- dylai'r llwyfan digidol hwyluso cyfathrebu dwy ffordd, gan alluogi aelodau i ymgysylltu â'i gilydd yn uniongyrchol, a gyda Gofal Cymdeithasol Cymru

### We noticed:

- we had a lot less green! The green represents communication on a digital platform
- the platform should facilitate two-way communication, enabling members to engage with each other directly, and with Social Care Wales



10. How do you decide which events or meetings to attend? [select all that apply]



## Ymchwil de fnyddwyr

- Clywsom fod:
  - mae angen i gymuned newydd greu lle ar gyfer deialog, dysgu a datrys problemau
  - mae cyfarfodydd a digwyddiadau yn allweddol – a sicrhau bod y gymuned yn weladwy
  - digwyddiadau mwyaf llwyddiannus: dysgu rhywbeth y gellir ei ddefnyddio ar gyfer gwaith o ddydd i ddydd; adeiladu perthnasau
  - mwyaf poblogaidd: crynodebau ymchwil; rhannu arfer gorau; tystiolaeth ar thema benodol
  - mae gan bob llawer i'w gynnig: profiad, astudiaethau achos, enghreifftiau perthnasol.

## User research

- We heard that:
  - a new community needs to create the space for dialogue, learning and problem solving
  - meetups and events are key – and making sure the community is visible
  - most successful events: learning something usable for day-to-day work; building relationships
  - most popular: research summaries; sharing best practice; evidence on a specific theme
  - people have a lot to bring: experience, case studies, relevant examples.





communities.socialcare.wales/web/evidence-community/about

Community home (Widget Page)

Gofal Cymdeithasol Cymru Social Care Wales

My network Home Search for

# Evidence community Cymuned dystiolaeth

## Evidence Community

Started - April 2022 | 11 members

Welcome!


This is a space to connect with people who have a shared passion and interest in social care research and evidence. We want to explore, share, collaborate and learn from each other to make a difference to day to day practice. The community is shaped by you, so please share your reflections, ideas and resources here, or prompt us to do so. We'll be sharing regularly about all areas of social care as it emerges.

Community home Groups News Discussion Blogs Events Ideas Library Members Search Admin

Network administrator: Sarah Atkinson Liz Copeland, Kate Howson, Emma Taylor-Hill, Reb Vincent-Newson

In this space you'll:

- find news, events and resources
- share good practice and float ideas or challenges
- build relationships and find ways to collaborate
- get access to research support and share research



Join the Discussions

Have a look and join in with discussions of topics relevant to Social Care in Wales right now. This space can help identify common themes and enables conversations with different practitioners and academics who have an interest in research and evidence in Social Care.

Whether you want to read or write your own blog, the blog page creates a space for reflection and insight into social

**Iriss**

### Care home quality assurance - how is improvement best supported during periods of acute crisis?

The COVID-19 crisis posed huge challenges to social care support in Scotland. There were complex and serious issues faced by care homes in supporting residents to live well during a...

News |

By: Reb Vincent-Newson |

Last updated: 29 Sep 2022 |

0 0

**"People are shaped by stories" - Storytelling for well-being and learning event**

In September 2022 the Developing Evidence Enriched Practice (DEEP) programme and Social Care Wales held on-line event which showcased a diverse array of evidence regarding storytelling for...

communities.socialcare.wales/group/evidence-community/network-blogs

Blogs (Widget Page)


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## Evidence Community

Started - April 2022 | 11 members

Community home Groups News Discussion Blogs Events Ideas Library Members Search Admin



Use the blog to share reflections, experiences and opinions on social care research and evidence. Here you can:


- Create a new blog
- Search for existing blogs via the search bar
- Comment, like or share to Twitter and Facebook

Add Blog

Search for


Newest Most liked A-Z

Blog




Virtual Wobble Spaces for Social Workers by Denise Turner

Blog



Decision making in an uncertain world: Emma Taylor-Hill

Blog



My journey of using research and evidence in practice: Wendy Roberts

communities.socialcare.wales/group/evidence-community/network-events


Events (Widget Page)

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Evidence Community Started - April 2022 | 11 members

Community home Groups News Discussion Blogs **Events** Ideas Library Members Search Admin



Use this page to keep up to date with social care research and evidence related events. We encourage members to add events as well.

Add event

Search for

Newest A-Z Most liked

**Iriss: Using Human Learning Systems to lead through complex crises**  
Under pressure: using Human Learning Systems to lead through complex crises: Iriss will run this with the Centre for Public Impact and iHub. Human Learning Systems Week 2022 will...  
Event | By: Reb Vincent-Newson | 14 Oct 2022 - 09:30 - 11:30

**Nuffield Family Justice Observatory: In conversation with Trina Robson**  
Part of the 'In conversation with...' series: Trina Robson is the Programme Director for Love Barrow Together, based at the Women's Centre in Barrow-in-Furness, Cumbria. The idea behind Love...  
Event | By: Reb Vincent-Newson | 10 Oct 2022 - 12:30 - 13:00

**ExChange: The Power of Presence in Residential and Nursing Home Care**  
This is part of ExChange's 'Welcome to Home Comfort: Getting it Right in Adult Social Care's' forthcoming conference. Features live webinars, blogs, pre-recorded webinars and a range...

communities.socialcare.wales/group/evidence-community/network-news


News (Widget Page)

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Evidence Community Started - April 2022 | 11 members

Community home Groups **News** Discussion Blogs Events Ideas Library Members Search Admin



Find out what's happening across the evidence community and social care research world. We encourage you to share news here.

Add News

Search for

Newest Most liked A-Z

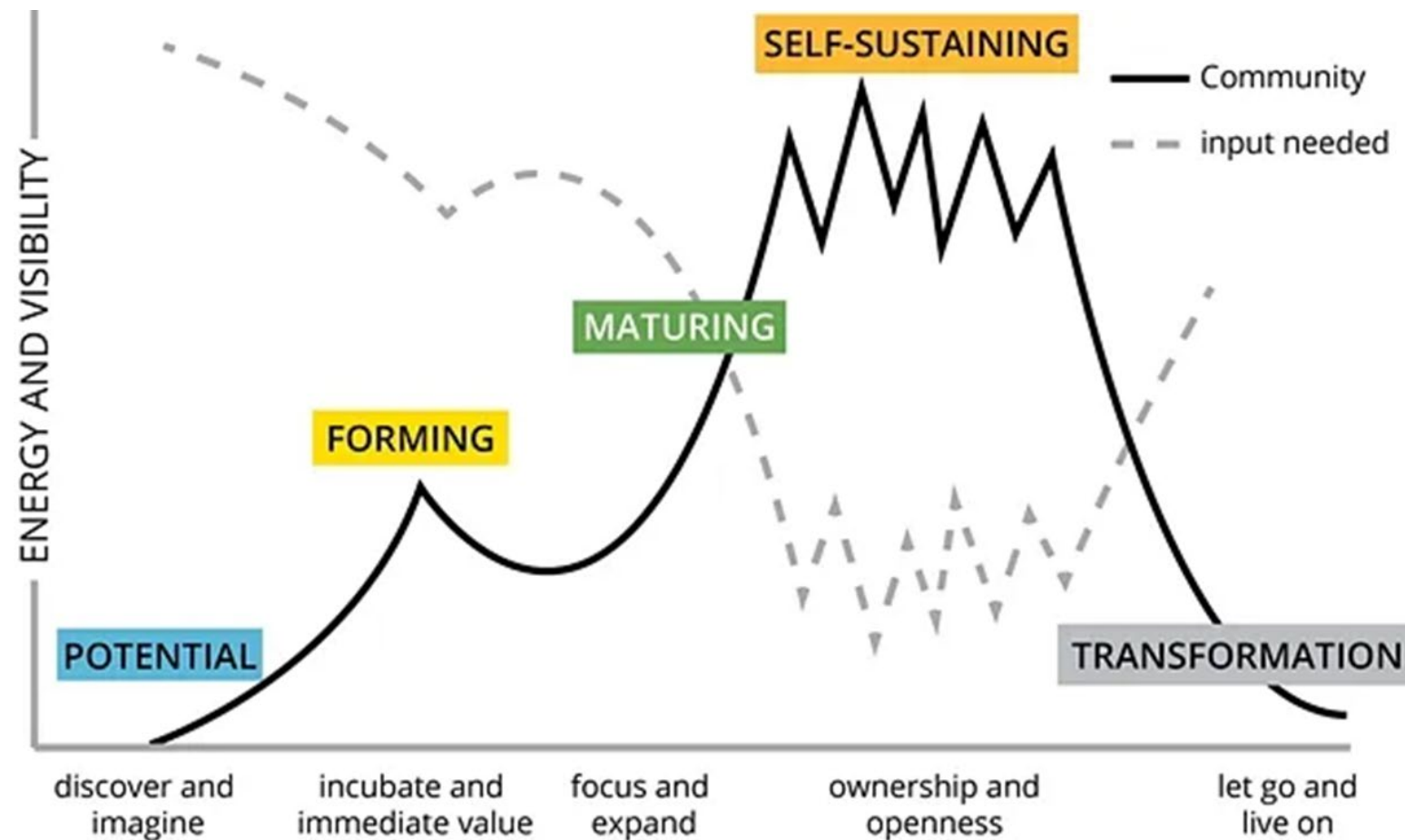
**Iriss**  
Understanding disguised non-compliance in social work  
Read Iriss's newly published evidence summary on disguised non-compliance. They say "how we talk about parent-professional relationships is an..."

**Ymchwil Iechyd a Gofal Cymru Health and Care Research Wales**  
New Health and Care Research Wales Research Time Award and Social Care Research Fellowship calls open now  
Social Care Research Fellowship Scheme: The fellowship aims to support individuals to become...

**Complex Safeguarding Wales**  
Launching Complex Safeguarding Wales: a website for parents worried about child criminal exploitation  
Complex Safeguarding Wales is a co-produced resource based on findings from the research

# Camau datblygu cymuned

## The stages of a community



Graph adapted from Cultivating Communities of Practice: Wenger, McDermott and Snyder (2002)

*From Emily Webber, 2016, Developing successful communities of practice*



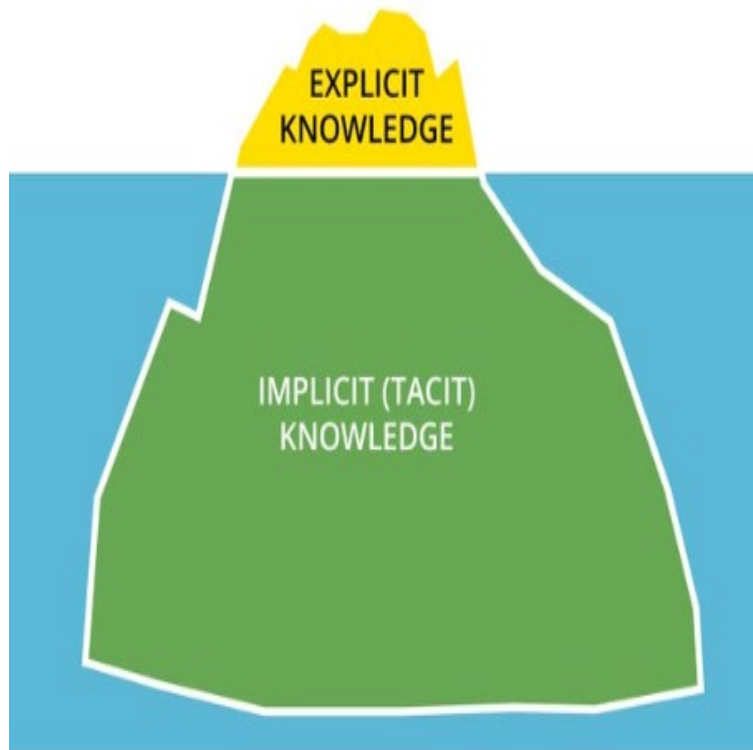
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# Manteision cymuned

## The benefits of a community

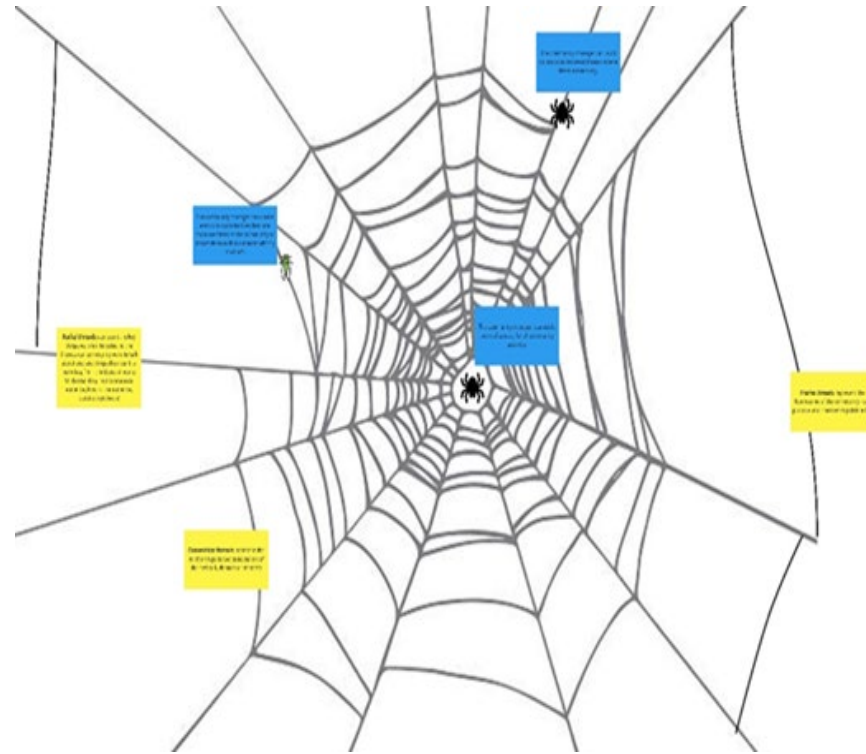


- Rhannu gwybodaeth a meithrin arferion gwell
  - ✓ defnyddio gwybodaeth gyfunol y gymuned
  - ✓ dal gwybodaeth ddealedig
- Rychwantu seilos
  - ✓ helpu i osgoi dyblygu
  - ✓ helpu i feithrin gwerthfawrogiad o bobl eraill rolau
- mae'n cyflymu datblygiad proffesiynol
  - ✓ small experiments/ short projects
- Sharing knowledge and building better practice
  - ✓ using the collective knowledge of the community
  - ✓ capturing tacit knowledge
- Spanning silos
  - ✓ helps avoid duplication
  - ✓ builds appreciation of others' roles
- accelerating professional development
  - ✓ small experiments/ short projects



# Rôl y rheolwr cumunedol

# The role of the community manager



- gosod ffiniau
- datblygu edafedd rheiddiol
- creu cysylltiadau

- setting boundaries
- developing radial threads
- building connections





## Yr hyn a ddysgasom

- Mae angen dylunio pob cymuned yn ystyriol - mae datganiad clir o ddiben yn hanfodol
- Mae rôl y rheolwr cymunedol yn allweddol - a gall fod ar wahanol ffurfiau
- Mae technoleg yn bwysig wrth ddylunio cymuned ddigidol ond yr elfennau dynol sydd bwysicaf
- Nid yw cymunedau yn hunangynhaliol – o leiaf nid ar y dechrau

## What we've learned

- Each community needs to be designed mindfully – a clear purpose statement is essential
- The community manager role is key – and can take different forms
- Technology is important when designing a digital community but the human elements are most important
- Communities are not self-sustaining – at least not initially

