

## TOPHOUSE Learning Outcomes

The competencies that staff require to provide an integrated housing and support assessment can be broadly separated into those that establish its philosophical base and practical skills.

Philosophical Base	Practical Skills
Psychologically informed environments Equality and Diversity Multi-disciplinary working Rights based approach Transparency in service provision Person centred approach Safe from abuse Empowerment Respect Human Rights Empowerment Strength based approach Co-production	Solution focused Psychologically informed approaches Communication Networking and collaboration Managing difficult relationships and conversations Positive risk taking Safeguarding vulnerable service users Multi-disciplinary working Develop trusting relationships Engage in open dialogue

In order to provide an integrated housing and support assessment staff need to:

1. Work in a person-centred way
2. Treat service users with dignity and respect
3. Support choice and control by users of services
4. Practice co-production with service users who are 'experts by experience'
5. Build trusting relationship with service users
6. Communicate effectively and openly
7. Enable service users to keep themselves and others safe
8. Enable clients to take positive risks
9. Safeguard service users
10. Work in a multi-disciplinary way
11. Develop networks and collaborate with other service providers