Getting to know you

Conversation guide
<table>
<thead>
<tr>
<th>Contents</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>How will this guide help you?</td>
<td>3</td>
</tr>
<tr>
<td>Outside Environment</td>
<td>4</td>
</tr>
<tr>
<td>Inside Environment</td>
<td>5</td>
</tr>
<tr>
<td>Life Story</td>
<td>6</td>
</tr>
<tr>
<td>Hobbies and Interests</td>
<td>7</td>
</tr>
<tr>
<td>Future</td>
<td>8</td>
</tr>
<tr>
<td>Wellbeing</td>
<td>9</td>
</tr>
<tr>
<td>General Health</td>
<td>10</td>
</tr>
<tr>
<td>Family, Social Network and Support</td>
<td>11</td>
</tr>
<tr>
<td>Safety</td>
<td>13</td>
</tr>
<tr>
<td>Money</td>
<td>14</td>
</tr>
<tr>
<td>Housing</td>
<td>15</td>
</tr>
<tr>
<td>Work</td>
<td>16</td>
</tr>
<tr>
<td>Mental Capacity</td>
<td>17</td>
</tr>
</tbody>
</table>

Produced by: Adass Yorkshire and Humberside Communications Team - September 2015
How will this guide help you?

This guide sets out a number of questions and observational prompts. It is not meant to be a questionnaire or a checklist that you go through question by question. This is a tool to facilitate a different conversation to seek better health and wellbeing outcomes for the person and/or carer.

The guide is best used if you review the contents and bear them in mind before your speak with the service user or carer. It is also recommended that you consider the following questions in your conversation:

1. What can be done to keep you safe?
2. What can be done to keep you connected to your community?
3. What can be done to help you avoid the need to rely upon state services?
4. What can you contribute to your local community?

Look back: Ask about a time before the current situation emerged. How were things better/different?

Look forward: Ask what may happen if things continue as they are. What would they like to change? How would they like their life to be like five years from now?

Ask open questions: Everyone is different so this guide is comprehensive, covering many different aspects of people’s daily lives and the communities in which they live.

Conversation flow: Try to keep the conversation light hearted, humour can be great; it makes us normal/human. Avoid arguing, interrupting or ignoring what the person is telling you about their individual circumstances/feelings.

The guide aims to:

- Encourage open discussion.
- Help you understand what is really important to the person you are speaking with.
- Focus on people, their stories, needs and aspirations.
- Have a positive conversation that recognises their skills, interests and gifts.
- Identify any underlying causes of anxiety or stress.
- Consider the whole person, their family, carers and their community.
- Encourage people to be positive and consider their “assets” rather than just their deficits and vulnerabilities.

By really getting to know people you can identify more creative and meaningful ways to provide support and enable them to be as independent as possible.
Outside Environment

What can you learn about the person from what you observe of their outside space?

- Open areas
- Other houses
- Parking
- Shops
- Pubs
- GP Surgery
- Churches
- Community Centres
- Leisure Centres
- Bus stops
- Roads
- Crossings
- Cleanliness
- State of repair
- Garden
Inside Environment

What can you learn about the person from what you observe within the house?

- Cleanliness
- Tidiness
- Light
- Maintenance / repairs
- Warmth
- Pets
- Pride and Joys
- Evidence of food
- Amount of space
- Co-habitants
- Clutter
- Furnishings
- Kitchen Appliances
Life Story

Where were they born?

Where did they grow up?

Education and school qualifications

Proud moments / fond memories

- What happened?
- What does it mean to them?
- What changed?

Travel

- Favourite places
- Holidays / getting away
- Work abroad
- Transport
- Moving / getting around

Would they like to travel more?

What’s stopping them?
Hobbies and Interests

What kind of things do they feel they are good at or enjoy doing?
- Interests
- Aspirations
- Skills
- Hobbies
- Passions
- Goals
- Dreams
- Sharing skills

Would they like to pursue these in the future?

What does a typical day look like?
- Routine
- Habits
- Free time
- Work

What do they look forward to?

What have they stopped doing and why?

How can we support them to start something new?

How do they get information?
- TV
- Newspaper
- Leaflets
- Emails
- World UK
- Local
- Internet

Do they use the internet?
- Social media
- Smart phones
- Chat rooms
- Dating
What does a good life look like to them?
Is there anything they’d like to achieve?
How can we support them to achieve it?
What’s on their bucket list?
What do they look forward to?
What would make their life easier and better?

Would they like to be involved in the design of their services?
Would they like to be involved in their own care?
Would they like to be paid?
Could they offer support to someone else?

- Childcare
- Shopping
- Neighbours
- Travel
- Money etc
- Befriending
- Volunteering

What do they think about the future of their community?
Would they like to get involved in their community?
Are they a volunteer?
Have they ever volunteered / ran a group or club?
Wellbeing

What makes them happy?

How are they feeling?
- Emotions, e.g. happy, sad
- Anxious
- Frustrated
- Lonely
- Down
- On medications
- Stressed
- Memory problems

Do they feel in control of their own mental wellbeing?
- Who do they talk to?
- Do they have coping mechanisms
- What are the triggers
- How often does this happen
- Feelings first experienced

How do they keep their mind active and occupied?
- Socialise
- Confident meeting people
- Learning new skills
- Activities
- Social gathering
- Attend group
General Health

How are they feeling?
- Good day
- Bad day
- Medical conditions
- Last medical appointment
- Medication /managed by?
- Recent hospital stays

How is their health?
- Diet
- Keeping active
- Falls/mobility/aids
- Keeping well
- Alcohol
- Smoking
- Sleep
- Pregnant

Do they have any long term conditions?
Is there anything their condition prevents them from doing?
Are there any things that make them feel embarrassed?
Who do they talk to?
Has their health deteriorated or got better recently?
Does their physical health impact on their ability to work?
Do they understand the medication they are taking?
Does their physical health put them or anyone else at risk?
Do they feel other people are listening to them when it comes to their own well-being?
Family, Social Network & Support

Who do they live with?
- Alone
- Children
- Siblings
- Parents
- Spouse
- Pets
- Carer
- Supported accommodation
- Next of kin

How often do they see them?

How do they keep in touch?
- Face to face
- Phone
- Internet / Skype
- Family events
- Groups / activities

Who do they see the most?

Do they provide support to any family members/ friends?
- Financial
- Childcare
- Practical
- Travel
- Appointments
- Emotional
- Pets
Does anyone help them with anything?
- Cleaning
- Washing and drying
- Shopping
- Cooking
- Gardening
- Travel
- Laundry
- Dog walking

Are there any disputes or tensions with family members?

How do they meet new people?
- Clubs
- Neighbours
- Friends
- Family
- Groups
- Online

Are they know who lives around them?

Do they feel included in their community?

Would they like to socialise more often?

Do they know what’s going on in and around where they live?

Would they like to get more involved?

Who visits their home?

Who do they turn to for support?
Safety

Do they feel safe?
- Home
- Outdoors
- Day
- Night

What makes them feel unsafe?

Can they give an example?

Are there things that would make them feel safer?
- Alarms
- Neighbourhood watch
- Police
- Security
- Key safe
- Fire safety checks
- Lighting
- Knowing neighbours
- Adaptations

Are there any trip hazards/safety hazards?
Money

What are their financial resources?
- Money worries
- Their own savings
- Pensions
- Wages
- Benefits
- Family savings
- Loans
- Shares
- Property
- Payday/doorstep lenders

Who manages their money?

How do they pay bills?

Do they have debts? Formal/Informal?

Are finances managed appropriately to meet their needs?

Do they know where to go for financial support?
Housing

Is their property?
- Owned
- Mortgaged
- Privately rented
- Rented through a third party
- Social
- Sheltered
- Lodger
- Supported living

Are they happy where they live?

Have they considered moving? If yes, why?

Is the property well maintained?

Is their home well lit?

Is their home warm or cold?

Do they know what's happening in their community?

Do they know where to access support and information?

Do they know who their neighbours are?

Are there neighbours helpful, respectful, noisy?

Is there anything you can learn about the person from the things they have in their home?
Work

Are they working now? If not, what is the reason?

Are they looking for work?

Do they know what support is available?

Have they ever worked?

Why did they stop working?

What is their dream job?

Who are their role models?

What do their friends and family do?

How motivated/confident do they feel about finding work?

What kinds of things do they like doing/are good at?

Have they ever volunteered or run any clubs?

Do they know what jobs are available in their area?
Mental Capacity

The Mental Capacity Act is designed to protect and empower individuals who may lack the mental capacity to make their own decisions about their care and treatment.

- Can they fully understand
- Can they retain information
- Can they make decisions
- What are their wishes
- What are their feelings
- What are their beliefs and values
- Can they communicate
  - Speaking
  - Using sign language
  - Other means
- Do they have a trusted person who speaks on their behalf

If the person you are speaking to lacks the capacity to make a decision, and such a decision needs to be made for them, the Mental Capacity Act states the decision must be made in their best interests.
Caring for Our Future, these “I” statements provide an outcome based test for every person who comes into contact with the care system and is well worth bearing these mind in our conversations.