

## **PREPARING FOR THE CONVERSATION CHECKLIST**

### **Common sources of information that would help you prepare for the initial conversation might include:**

- The person
- Their informal network e.g. family, friends or neighbours
- Electronic or paper care records, for example referral / start of assessment any previous assessments for that person
- Colleagues who have had previous contact with the person or family
- Other professionals or support agencies working with the person.

### **In additional to gathering information from the above sources you should also consider gathering information on:**

- Research literature or other evidence relating to specific conditions or illnesses (if known), consultant or GP report, information from family etc.
- Any aspects of culture or religion that might be of significance – should you take your shoes off?  
<https://expatsincebirth.com/2013/11/24/take-off-your-shoes-please>
- Community resources / support available in the area local to the person including recreational, cultural and religious amenities.

### **When analysing the information you should be:**

- Thinking about what might be going on for the person and what this might mean for them and their informal network.
- Creating multiple hypothesis rather than accepting the first explanation that presents itself – avoiding making assumptions.
- Evaluating the information in terms of reliability, robustness, replicability and relevance.
- Identifying what might be fact, what might be observation and what might be opinion – and how you might substantiate this.
- Considering what further information you might need to know and where you would get this from.

### **When planning the conversation you should use the information you have gathered and analysed to consider:**

- How to ensure that the person is as involved in the conversation as they want to be and/or can be e.g. do they require support such as advocacy?
- Has the person asked for anyone else to be present – who needs to be part of conversation and who doesn't?
- Any communication needs – is an interpreter required, do you need any documents in other formats or languages?
- Any cultural / religious considerations.
- Any known risks, to you or the person, and how to mitigate these.
- What the person might expect from the assessment process.

- The structure of the conversation including:
  - it's length
  - time of day
  - the preferred method of assessment
  - the setting or environment in which the assessment will take place, for example at home, in hospital, etc.

After planning the conversation you should reflect on the plan. Try:

- Thinking "How would it feel for me if...?"
- Rehearsing the conversation. How will you:
  - introduce yourself?
  - find out how they want to be addressed?
  - open the conversation?
  - explain the purpose or the visit - What is your role?
  - manage expectations by being clear about what you can and can't offer? What can I do / not do?
  - keep it on track whilst allowing the person to fully express their views
  - keep a focus on their strengths and assets
  - close the conversation and summarise the discussion and actions agreed?

Reflecting on how to establish and/or build the relationship between you and the person

**THINK Do I know everything I need to know before I go?**

### **References and Further Reading:**

Hall, E. (1976) *Beyond Culture - Cultural Iceberg Model* [Accessible online at [https://equity.spps.org/uploads/iceberg\\_model\\_3.pdf](https://equity.spps.org/uploads/iceberg_model_3.pdf), accessed 03/06/2016]

LGA (2014) *Making Safeguarding Personal – Guide 2014*. London: Local Government Association.

Nosowska G and Series L (2013) *Good decision-making: Practitioners' Handbook*. Dartington: Research in Practice for Adults.

Nosowska (2015) *Good Assessment Practitioners' Handbook*. Dartington: Research in Practice for Adults.