

Social Care Conversations

The conversation record has been created to support a different type of conversation/assessment. Our conversations are now more focused on what people want to tell us and what they want us to know, not just about what we want to ask them, which is why there are no service or needs led questions. However, where there are specific concerns or risks, you will need to explore these and consider information we are required to record on an UY Risk assessment and AIS.

The most important point to remember is that this document allows you to be creative. There is no single way of doing it or documenting it; but the outcome should be a positive record of the person whilst also identifying what issues are affecting their lives. The type of conversation and the recording of it may differ dependant on the situation. So be flexible! If the person is in a crisis situation or has an urgent need, the actions may be about putting a plan together that attempts to ease or resolve the main problem, in order to create stability.



The conversation is about listening and connecting people to things that make their life work without us. It should consider, and be a discussion about, all of the resources and support that we can connect the person to, within their community and networks, in order to help them get on with their lives independently.

A conversation you undertake with an individual is not just about establishing if they meet the eligibility criteria, but about understanding what has happened or changed that caused them to approach Adult Social Care. Similarly, a conversation with an existing service user is about establishing what has occurred that led to the need for a review and not about raising their expectations that their long term package will be increased.



It is useful to consider what type of conversation you are anticipating based on the information available to you prior to meeting with the individual or representative. This will help you to prepare for the discussion.

- Is this a conversation about establishing what's going on – and then helping the person to re-establish connections with family, community and their neighbourhood?
- Is this conversation about a short term crisis requiring temporary intervention, hospital discharge or prevention, all with the aim of gaining stability?
- Is this conversation in relation to someone who clearly has long term support needs?

- **The conversation**

- Do your groundwork. Before starting any conversation it's vital that you have a good awareness of the resources available within the local community
- Learn the background – What's happened?
- What does the person do or what did they enjoy doing?
- What is the person trying to get back to, i.e. what was 'normal' before the crisis, change or deterioration?
- If the individual lacks capacity gather the information from the people who know them best as well as recording the service user's point of view.
- Establish the way forward – what is the one key thing that needs to change? What needs to happen now?
- Who is available to help? What network of support and resources are available to them?
- You don't have to come up with solutions straight away. Advise the individual and family that you will have a look at what options are available and discuss with others in your team through the Peer Forum.



Things to consider:



- Check AIS before meeting someone to identify if there is any demographic **information missing** (Relationship contacts, GP, LPA, Appointee etc.)
- Consider **capacity** and record your findings
- Consider **advocacy**
- If there is a need to discuss **financial matters** or **advanced planning arrangements** make sure this is recorded
- Remember to consider and record any immediate **risks or safeguarding issues** including **fire safety**
- Consider whether a routine enquiry about **Domestic Violence and abuse** is appropriate at this point
- Consider whether any **basic equipment** is needed
- Consider **religion, ethnicity, gender and sexuality** where appropriate
- Consider **communication** and **Accessible Information** needs
- Consider any **carers needs**
- consider the **impact on informal carers** and their ability to maintain the current level of support

Actions



- Create a plan for the short term, not long term, and stick with the person through it
- What's the plan? What are we looking to achieve?
- Who's involved?
- Who's doing what and when?
- What's the cost?

- When will we know things have improved?

Recording the conversation

- Include some basic information about the person and some context as to why the conversation is taking place.
- Record the conversation as it happened to give the reader a genuine representation of the discussion
- Record additional issues such as risks or safeguarding
- Record the discussions you had with others such as carers/ family and other professionals
- Make sure the actions and who is completing them are clearly defined as bullet points
- **Clearly record how and why you have reached the decisions and outcomes.** This may include decisions about eligibility, level of need, types of support or a decision about the support budget. It is important to remember that this analysis helps to evidence your decision making when challenged or scrutinised.



The following information should be updated in AIS

- Relationship contacts/ GP details/ financial rep/ carer/
- NHS Number
- Health conditions, accommodation and employment info
- Accessible Information Needs
- Ethnicity
- LPA – enhanced decisions



Outcomes

What is a Person Centred Outcome.....

- Is a personal goal not a service goal
- Is something you have influence/control over
- Is measurable and specific
- May have obstacles in the way of achieving it

All these make the outcome well informed



Questions to test – Is it an outcome or a solution?

If you got your outcome....what would it...

- Give you?

- Do for you?
- Make possible for you?

A Solution.....

- Is there resource you need to achieve your outcome
- It can be an item or an activity
- It can have a cost associated with it, or be free



To have a car

What would that:-

- **Give you?**
 - *Get me from home to where I want to go*
- **Do for you?**
 - *Let me go and see my friends once a week, go into the city shopping and get to work experience*
- **Make possible for you?**
 - *I can just do it - without mum and dads help*
 - *I have four friends*
 - *I know the shops in MK*
 - *I have work experience to travel to*

To have a car

So what is the real outcome?

To go and visit my friends, once a week

Go into the city - shopping every weekend by myself

(To work five days a week) To get to work experience on time.

Eligibility

Whilst the initial conversation is not about establishing eligibility it is important that it is still considered and that you can evidence that the person can be supported safely through signposting or a short term plan. If the person is not eligible – The conversation record should be updated to include detail about the discussion regarding eligibility to ensure that the decision can be justified.

The eligibility threshold for adults with care and support needs is set out in the Care and Support (Eligibility Criteria) Regulations 2015 (the 'Eligibility Regulations'). The threshold is based on identifying how a person's needs affect their ability to achieve relevant outcomes, and how this impacts on their wellbeing.

In considering whether an adult with care and support needs has eligible needs, local authorities must consider whether:

- The adult's needs arise from or are related to a physical or mental impairment or illness
- As a result of the adult's needs the adult is unable to achieve 2 or more of the specified outcomes (which are described in the guidance below)
- As a consequence of being unable to achieve these outcomes there is, or there is likely to be, a significant impact on the adult's wellbeing

An adult's needs are only eligible where they meet all 3 of these conditions.

Checklist of Core Duties

Local Authorities must:



- Carry out an appropriate and proportionate assessment:
- Clearly evidence Eligibility under the Care Act
- Support the individual to lead the process
- Involve an advocate (a family member, friend or independent advocate) to help the individual through the process where the individual has capacity but has substantial difficulty understanding, retaining and using the relevant information
- Involve a person who has specific training and expertise where appropriate to carry out a safeguarding enquiry where a person may be at risk of abuse or neglect
- Ensure that the assessment is completed in a suitable time period
- Ensure that the assessment is accurate and complete - reflecting the individual's needs



Frequently Asked Questions

What if I have more than one conversation?

It is likely that once you are allocated a case, you will have several conversations with an individual as their situation changes. Many of these conversations will be recorded as case notes but where there is a significant discussion that leads to a change to the original actions, it should be recorded on a conversation document. Use your discretion to determine if additional information can be added to the original document creating a second version, or completing a new one altogether.

Who should use the Conversation record?

The conversation record should be used across all professionals and services, such as Adult Social Care Workers, Social Workers, Occupational Therapists across the Community Localities, HIS and Mental Health.

Where should I record all the needs domains?

The conversation you are having is determined by the presenting issues for the individual and they or the person who knows them best will tell you about the most relevant areas of their life that they are struggling with. If we go on to provide support whether it is long or short term, the needs and outcomes and how they can be met will be detailed in the support plan where the main headings are already present.

How do I record risk?

The Understanding You risk assessments will remain – Please note these may change in the future.

There isn't enough information on the conversation document for a provider service

As mentioned above, the support plan will detail the needs and outcomes.

There is nowhere to record the relationships, financial information, CHC or health conditions

This information can be recorded as free text as part of the conversation record.