

| | |
|--|----|
| The principles of conversational assessment..... | 5 |
| 1. Conversational assessment is about people’s lives, not just their needs ... | 6 |
| 2. Conversational assessment recognises that people are experts in their own lives | 7 |
| 3. Conversational assessment is founded on trust, honesty and openness | 8 |
| 4. Conversational assessment begins with an open discussion | 9 |
| 5. Conversational assessment needs sufficient time..... | 10 |
| 6. Conversational assessment takes place within the context of the person’s whole life and community | |

Acknowledgements

We’d like to thank Melissa Balman for her work drafting and editing this guide.

We’d also like to thank everyone who’s been involved in producing and providing feedback, in particular Think Local Act Personal (TLAP), Association of Directors of Adult Social Services (ADASS) and the Local Government Association (LGA).

Introduction

In everyday life, conversation is the way we learn about people.

By having conversations with people who access care and support, you can find out all sorts of things that could be lost if you just followed a form with standard questions. This approach is called conversational assessment.

It puts conversation between equals at the heart of finding out about people, and enables you to learn:

- what's important to them

- their strengths and talents

Who'

What are the benefits of a conversational assessment?

This form of assessment enables you to find out what matters most to people. so you can target your resources where they'll have the most impact.

It means you offer people the care and support they want, and increases the likelihood of building a support system that improves their health and wellbeing and enhances their life.

The relaxed and open way of doing a conversational assessment encourages people to explore different and more imaginative ways to meet care and support needs.

The principles of conversational assessment

A conversational assessment should be built on these key principles.

It's about people's lives, not just their needs

It provides a platform for people to talk about their whole lives and not just the parts where they need support.

It recognises that people are experts in their own lives

It encourages people to use their expertise, skills and experience in their own care and support.

It's founded on trust, honesty and openness

It requires a relationship of two equals, recognising each person's contribution and understanding the concerns they might have.

It starts with a blank sheet

The conversational assessment should be built on these key principles.

2. Conversational assessment recognises that people are experts in their own lives, and have resources, skills, experience and expertise to contribute themselves

Throughout our lives we gain skills and experiences that help us to

4. Conversational assessment begins with an open discussion

5. Conversational assessment needs sufficient time

Further reading

Skills for Care
West Gate
6 Grace Street
Leeds
LS1 2RP
telephone 0113 245 1716
email info@skillsforcare.org.uk
web www.skillsforcare.org.uk

© Skills for Care 2018