

Enabling communication

Pre-planner factsheet

YOUR INTENTIONS

What do you hope to achieve from the conversation?

- That client feels comfortable to explore what really matters to them.
- To be able to explore the concerns at hand (e.g. notable change in health).
- An opportunity to encourage them to achieve their goals and aspirations.
- That they are happy and willing to let other services support them and the project.
- A better understanding of how well they are coping, and any future concerns.
- For them to better understand the project's concerns around managing their care.

Consider here how your client normally engages with you, and whether similar conversations have already been had by others, and how they responded / reacted.

WHAT MIGHT YOU WISH TO TALK ABOUT?

There are many things to explore with clients at different times and stages of their illness.? This includes:

- Their understanding about their poor health in any moment in time, and it's impact
- How well or not they are engaging with you or other health and social care professionals
- Their *short, medium* or *long* term goals – what's realistic and achievable
- Their wishes and preferences – what it is that matters to them in this moment in time
- How well they are managing – what helpful strategies can be encouraged?
- Their thoughts about the future and the direction their life is likely to take – includes the possibility for change? – Known as *parallel planning*
- What their future care options might be should their health deteriorate?
- Those significant to them - and how they might provide emotional/practical support
- Concerns and wishes the project or others might have about their care

CONVERSTATION STARTERS / RE-STARTERS

- How are you feeling today?
- Have you had a chance to think about what we talked about before?

CLIENT'S INTENTIONS

What do you think the client is hoping to achieve from the conversation?

Could include:

- A sense of being listened to.
- Being in control of any outcomes or decisions arising from the conversation.
- Having their choices respected.
- Encouragement towards achieving goals and aspirations that are realistic and helpful.

WHY MIGHT THE CONVERSATION BE DIFFICULT FOR YOU?

Where do you sit with death and dying? Could these fears be stopping you from finding out where your client's sit with end of life discussion?

- It's important that our own fears about this subject do not stop us from having conversations about other's end of life care.
- You may be worried about: removing hope, saying the wrong thing, causing anger, or feeling out of your depth. Find the best ways you can to manage your own worries and concerns that enables you to engage more fully with theirs.
- Who or what may support you to work with the difficulties you may experience? Always remember, conversations can also be shared with others from the multi-agency team.
- Find out as much as you can about the practicalities of end of life care. The main toolkit will help you explore this.

USEFUL QUESTIONS

- What do you understand about your current health situation?
- I am interested in knowing more about your concerns/worries?
- What do you feel would help you right now?
- Say you struggled to stop drinking, what do you think might happen in the next 3/6/9 months?
- This may not be your worry or concern right now, just mine, and it's important I share it with you...

The questions to consider tool has more suggestions