



What I want my social worker to do

Knowledge

As my social worker, I want you to:

- ✓ Find out about how best to communicate with me from the start
- ✓ Understand that all behaviour is communication
- ✓ Be friendly, kind and get to know me
- ✓ Make arrangements for visits that suit me
- ✓ Provide information in ways that I can understand about money, housing, support and other things that I may need to make decisions about
- ✓ Let me know what choices I have
- ✓ Let me ask questions
- ✓ Give me more time to make a decision
- ✓ Think about how you give me difficult information
- ✓ Be flexible
- ✓ Understand that changes and timekeeping can make me anxious
- ✓ Appreciate things like my environment and how many demands are placed on me affect how well and safe I feel.

Skills and interventions

As my social worker, I want you to:

- ✓ Use simple language
- ✓ Get to know me
- ✓ Prepare for visits
- ✓ Use a one-page profile so I can get to know you
- ✓ Provide opportunities for me to show you what I am good at and what I enjoy doing
- ✓ Think about using activities to help me communicate
- ✓ Take the time to visit me, listen to me and understand how I express my feelings
- ✓ Accept my rituals and routines
- ✓ Stick to what we've agreed and prepare me for any changes
- ✓ Help me to make my own decisions - bring information that I can understand with you
- ✓ Be aware that I may agree with you just to get rid of your demands
- ✓ Use your skills and expertise to help me.

How you treat me (Values, ethics and personal behaviours)

As my social worker, I want you to:

- ✓ Ask me, don't tell me
- ✓ Focus on what I can do
- ✓ Listen – don't judge
- ✓ Treat me as an equal
- ✓ Recognise I am an expert in my own life
- ✓ Treat me as an individual
- ✓ Support me to make choices for myself
- ✓ Show me I can trust you
- ✓ Go the extra mile.



What I do not want my social worker to do

Personal behaviours (How you treat me)

As my social worker, I don't want you to:

- ✘ Waste my time
- ✘ Be late, not turn up or cancel appointments with me
- ✘ Be mean or rush me
- ✘ Assume I am ok, ask me
- ✘ Say one thing but do another
- ✘ Make promises you cannot keep
- ✘ Ignore me
- ✘ Make decisions for me
- ✘ Focus on my diagnosis only
- ✘ Judge me
- ✘ Ignore my behaviour or feelings.

Knowledge

As my social worker, I don't want you to:

- ✘ Forget to bring information or give me the wrong information
- ✘ Turn up knowing nothing about me
- ✘ Patronise me or talk to others about me first
- ✘ Keep changing my social worker.

Skills and interventions

As my social worker, I don't want you to:

- ✘ Just get your laptop out when you visit me, have a conversation first
- ✘ Rush your visit or make me feel like I am wasting your time, or that I am not important to you
- ✘ Look at your watch all the time or keep checking your mobile phone.