



What I want my social worker to do

Knowledge

As my social worker, I want you to:

- ✓ Know how I communicate
- ✓ Be friendly, kind and get to know me
- ✓ Provide easy to read information about money, housing, support and other things that I may need to make decisions about
- ✓ Understand that things can change
- ✓ Think about how you give me difficult information.

Skills and interventions

As my social worker, I want you to:

- ✓ Use simple language
- ✓ Prepare for visits
- ✓ Think about using activities to help me communicate
- ✓ Take the time to visit me, listen to me and understand how I express my feelings
- ✓ Stick to what we've agreed and let me know if anything needs to change
- ✓ Help me to make my own decisions – bring information that I can understand with you.

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

As my social worker, I want you to:

- ✓ Ask me, do not tell me
- ✓ Focus on what I can do
- ✓ Treat me as an equal
- ✓ Support me to make choices for myself
- ✓ Respect my privacy – do not share information about me without my permission
- ✓ Keep in touch, tell me what is happening next
- ✓ Tell me why if my social worker is changing.



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 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.