

Top Tips from experts with experience:

- ❖ Do not judge me.
- ❖ Using the word 'risk' can make me feel judged. Talk to me about my safety, welfare and wellbeing. Please ask me my preferred terminology (for example not everyone is comfortable with the word hoarding).
- ❖ Be honest with me about what this conversation is about. It is okay to tell me you are concerned and why – this makes me feel cared about.
- ❖ Listen to my experience, don't start the conversation with your own idea of what I need. Give me time.
- ❖ Ask me what is going well for me. Celebrate all my wins for you and me, however small they may seem.
- ❖ Get to know me and build a relationship with me before having difficult conversations with me.
- ❖ Remember this is my life and I am the one who needs to make decisions about my life where I am able.
- ❖ Listen to what I say I need, it may take me time to make changes, trusting you will support me will help.
- ❖ Reassure me.
- ❖ Use clear language and check my understanding.
- ❖ Be consistent with advice.
- ❖ Remember things may get worse before they get better.
- ❖ Make sure you have the right information for me. Check that the information you have taken is correct, such as personal details and listen to me if I raise a concern on the information.
- ❖ Be responsive to me, please acknowledge and respond to emails and phone calls.
- ❖ The best workers I have had; cared about me; gone 'the extra mile'; notice and celebrate the little things; made me feel respected; listened to me and let me lead.

Remember:

**“Don't judge me by the chapter you have walked in on. I have a past and a future, I am not defined by my current situation” –
Experts by experience**