



Offer to make a cup of tea, whilst doing so see if there is enough food in the cupboards and fridge

Ask to see where they sleep, is it easy to access, are the sleeping arrangements appropriate for that person?

Ask if they feel safe living where they are, if they say 'no' explore why

Find out how they keep themselves warm. Discuss heating arrangements.

Give the person time to answer the question. Allow for silence when they are thinking.

Never make assumptions without talking to the individual or fully exploring the case.

Use your communication skills, review records, record accurately, check facts and feedback to the people you are working with and for.

Focus on the need, voice and the lived experience of the person

Listen to people who speak on behalf of the person and who have important knowledge about them.

Speak your observations such as 'I've noticed you've lost weight, have you been feeling unwell?'

Pay as much attention to how people look and behave as to what they say

Build the foundation with the person before asking more personal and difficult questions.

Ask 'How are you coping at the moment?' 'What helps when you are not feeling your best?'

Explore the persons concerns. Don't be afraid of asking why they feel a certain way.

Put together the information you receive and weigh up details from a range of sources and/or practitioners.

Ask yourself 'How confident am I that I have sufficient information to base my judgements on?'

Question smoking habits, and consider any fire risks, such as 'Where in the property do you smoke the most?' 'Is it in bed or the living room?'

Speak to the person about medications. Ask if they are taking medication and how they find it. Do they have side effects, are they taking it consistently?

Ask who visits and how long it has been since they had a visitor

Ask if they are in any pain, and what they are doing to manage the pain?

Ensure the person feels listened to and valued. When ending the conversation, thank them for sharing with you.