

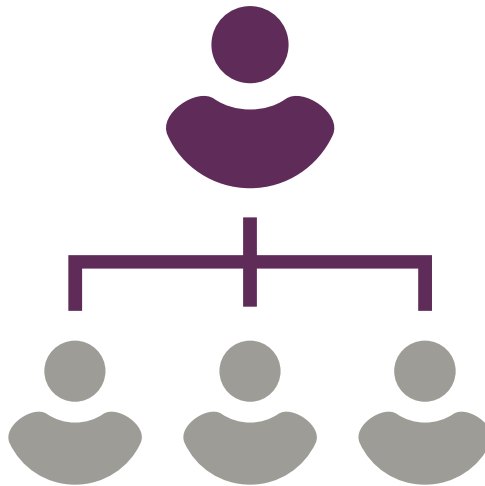
Have you thought about Professional Curiosity?



Organisational

- **Culture of Openness** – Transparency, learning, questioning, challenging, reflecting, recruitment – recruit the right people to create the right ethos
- **Policy and Procedure** – Escalation policy, missed appointments policy and whistleblowing policy etc. Professional standards direct us to be professionally curious
- **Learning and Development** – Relevant and appropriate levels of training, availability of training, mandatory training, time allowed for Continuous Professional Development (CPD)
- **Supervision and Support Structure** – To include peer support/challenge/one to one and group support, support your staff with time to be professionally curious.

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Managerial

- **Culture of Openness** – Proactively promote a positive culture, talk about learning and how the team can share issues, concerns, support each other
- **Policy and Procedure** – Share policy and procedures, regularly revisit policy with staff – highlight policies and procedures that can support professional curiosity. Professional standards direct us to be professionally curious
- **Supervision and Support Structure** – Use the supervision and support structure, – include reflection/challenge/mentoring around professional curiosity – one to one and in groups, sharing learning with teams/individuals. Support staff with time to be professionally curious
- **Learning and Development** – Identify gaps and encourage learning and development– allow time for Continuous Professional Development (CPD) – reflect on learning after training – how is this influencing practice?

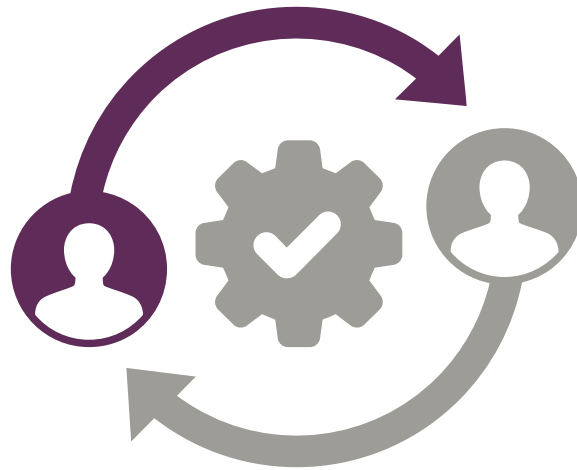
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Practitioner

- **Culture of Openness** – Contribute to the culture of the organisation by being open/transparent with everyone
- **Policy and Procedure** – Read and keep updated on policies and procedures, use these to support practice. Professional standards direct us to be professionally curious
- **Supervision and Support Structure** – Make sure you have regular reflective supervision, use to discuss things that don't sit right – have you got the time and connections to be professionally curious
- **Learning and Development** – Identify gaps in knowledge and access training and support.

Have you thought about Professional Curiosity?



Building a Relationship *Effective Engagement*

- Ask the person to tell you a story about themselves or their past - what are they proud of, is there anything that still worries them
- Take note of objects around them, such as photographs and engage in conversations about specific items
- Ask what helps them when things get difficult
- Find out information about the person's past, and how this may trigger their behaviour in the present
- Have an open and honest conversation and ensure their response has been acknowledged
- Body language – don't look shocked or uncomfortable, be open and positive, be mindful of your facial expression

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- Ask what their current concerns are
- Acknowledge the fear many people feel when facing change
- Ensure you display empathy
- Look into the person's support networks, including friends and family
- Find out about any interests they have, or have had previously
- Ask them what they would like to accomplish in the future
- Where you can, go at the person's own pace
- Find out what the person wants help with
- Be clear about what can happen
- Encourage a deeper conversation, for example 'What things are working well for you?'
- Ask them what you can work on together to achieve what they want from their life
- Set milestones, keeping them small and timely, for example, 'what hopes do you have for the coming week?'
- Ensure you are in a location where the person feels comfortable to talk, which may not always be at home initially
- Offer an understanding statement, for example 'I understand that the problem with your neighbours is really affecting you'
- Write down some key points before entering the conversation
- Identify the strengths in the adult that you might highlight and have some ideas about how they might draw on these
- Appreciate their circumstances and tell them you want to learn about them, such as asking about their strengths, abilities and preferences.

Have you thought about Professional Curiosity?



Building a Relationship *Professional Curiosity*

- 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 their circumstances
- Use your communication skills, review records, record notes 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

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- 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 person's 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 fire risk at the same time, such as 'Where in the property do you smoke the most?' 'Is it in bed or the living room?'
- Ask if they are taking any medication and if it is helping
- Ask if they have any visitors and when was the last time someone came to visit
- Ask if they are in any pain, and what they are doing to manage the pain?
- Consider inconsistencies in the person's body language / their behaviour, actions and conversations and ask questions
- Ensure the person feels listened to and valued. When ending the conversation, thank them for sharing their thoughts and feelings with you.