



A guide for having a person-centred conversation

April 2020

As part of our response to coronavirus (COVID-19), practitioners and volunteers will be helping and supporting members of the public with a range of concerns and issues

To assist you, we have put together this practical guide using a coaching approach to help people manage their health and wellbeing and explore supported self-management opportunities.

The focus should be on what is important to the person, opportunities for them to explore supported self-management interventions, identifying issues or concerns, what they need to be able to help themselves and what they may need from other local services.

This is a guide rather than a script for having a better conversation, applying the principles of the Goal Reality Opportunity Wrap-up (GROW) model and will enable you to get to the heart of what matters to the person during the conversation.

Please refer to the latest NHS and Government guidance on coronavirus (COVID-19) at: [NHS.uk/Coronavirus](https://www.nhs.uk/coronavirus) and [Gov.uk/Coronavirus](https://www.gov.uk/coronavirus)

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For more information on the **GROW model** and more top tips on person-centred care and support, please visit the Personalised Care Hub Education and Resource page at healthierlsc.co.uk/PersonalisedCareHub or email us at bfbwh.healthcoaching@nhs.net

1. A person-centred coaching conversation example

8. My actions/steps and plan

- My preferred actions and plan to take forward for my health and wellbeing
- What I agree I need from others. And who will do this and when.

7. My knowledge, skills and confidence

- My own resources
- My preferred learning style
- What I'm doing to care for myself and others
- My understanding of what I could be doing and what I need right now
- How I'm maintaining my resilience or not
- My coping mechanisms
- My understanding of my own health and wellbeing

6. Explore: choice and control

- What are the options and choices available to me?
- What I want to take forward
- What I can do for myself
- How the people important to me help me (box 4 resources)
- Advice and guidance I may need
- What I need to know more about
- Who else needs to be involved.

1. My goal

What is important to me right now and the concerns I want to talk to you about.



5. Self care

What I am doing to keep myself safe and healthy.

2. My concerns

- Self, family or both?
- Health (physical and mental wellbeing)?
- Daily routine?
- Social distancing?
- Self isolation?
- Finances, housing, food, employment?

3. My reality (circumstances and situation)

- My circumstances right now?
- What I need to share with you so you can best help me.
- My priority is...
- What is working well and not so well and what I'd like to change
- The difference this change will make for me...

4. Important people in my life

- How I can and can't access their support right now
- Friends, neighbours, family, groups, services, care
- Technology and equipment

2. Practitioner and volunteer conversation example

8. Agreeing actions and establishing a plan

- Can you tell me what's helped and what you plan to take forward?
- What do I need to do?
- What would you like to try?
- How might you take this forward?
- How will you know it is working?
- If things deteriorate, how will you know and what can you do?
- Can you / is this a good time to stop?

7. Knowledge, skills and confidence

- How confident are you in the options we've explored 1-10, 1 being most confident, 1 being least?
- What can help you feel more confident?

6. Explore: choice and control (exploring the options and clarifying the issue)

- Can you tell me what you've done that's worked in the past?
- Is this something you'd like to try?
- Do you mind if I suggest a couple of things you may find helpful?
- Who else might you need support from?
- How can the important people in your life and your local resources help you? (box 4)
- Would you like to give this a go?
- Do you mind if I point you in the right direction?
- Do I have your permission to pass your details on to? For?

1. Your goal for the conversation

How can I help you?
What is concerning you right now?
How do you want things to be different?



5. Self-care

What steps are you taking to keep yourself healthy and safe?
Public health guidance for COVID-19.

2. Concerns

Tell me a bit more about your concerns and how they affect you? May be any of these:

- Self, family or both?
- Health, physical, mental health?
- Daily routine?
- Social distancing
- Self isolation?
- Finances, housing, food, prescription
- Returning to clinical practice / deployed to a different work area / team or speciality

What would you say is your priority right now that you'd like to talk more about?

3. Reality

- Can you tell me more about your situation and circumstances?
- Sounds like? (check you're on the same page with the person)
- Can you tell me what you know about the current public health guidance on COVID-19 (distancing, self isolation, hand washing).
- What have you tried already and what worked and didn't work?
- Can you tell me how you are managing these changes?

4. Important people in your life

- Can you tell me about the important people in your life and how often you see them?
- Who usually helps and supports you and do they still?

3. A person-centred care conversation with Anne, a patient

8. Plan and actions: Who and when

My actions: this week I will:

- Ask my sister if she can help me get my food shopping
- Speak with my neighbour and ask if she minds collecting my prescription and medication.
- Ask John to speak with his work and explain he lives with me and I need to self isolate due to my health and if he can work from home.
- Speak with my GP to ask about my meds review and blood tests results.

Practitioner / volunteer actions:

Anne has agreed she wants me to refer her to a local organisation that is helping people reduce their social isolation and remain resilient.

7. Knowledge, skills and confidence

- I am usually very confident managing my own health but I do need to get my recent blood results back and my medication reviewed. I feel more able to ask my neighbour and sister to help me.
- I prefer to try things out first before committing to them.

6. Explore, choices and options

- I will discuss with John about him stopping working due to living with a person who needs to self isolate or increase my self isolation between me and John to minimise contact and / or spread.
- Write a list and text to my sister, so she can do my food shopping. Ask my neighbour to collect my medication.
- Ideas to reduce my isolation, such as John setting up face time and online calls to my daughter and sister. Keeping in touch with friends.

1. What's important to me right now and my goal for this conversation.

I want to be able to make arrangements for my medication, getting food shopping and have a plan for my son if I become unwell.



5. Self care and what I'm doing to keep myself healthy and well

I've been doing my exercises in the house and in the garden as I know it's important to keep moving. I keep in touch with my daughter and with my sister.

2. Identified concerns

Getting my repeat medication, buying food, missing my hospital check ups, my son and managing his anxiety about his job. My daughter is a nurse and I'm worried she may catch the virus. I'm also worried about becoming isolated if this goes on for a several months.

3. Reality of the situation and circumstances and priorities

I live with my son, John who has ASD. John works but is worried about travelling on public transport and about me getting unwell. I am having to self isolate as I have COPD and other health conditions and can't get my shopping or my medication and I'm missing my exercise class and seeing friends. I'm worried about John if I become unwell and about Kate as she lives alone. I don't want to be a burden on others as everyone is worried.

4. The important people and connections and how to make use of these

John my son who is 19. My daughter Kate is a nurse and lives in Manchester. My friend Mary lives a couple of doors away, my sister and her family live locally but they both work. I'm missing my friends from my exercise class.

Template for completion

8. Plan and actions: who and when

7. Knowledge, skills and confidence

6. Explore choices and options

1. What's important to me right now and my goal for this conversation



5. Self care and what I'm doing to keep myself healthy and well

2. Identified concerns

3. Reality of the situation and circumstances and priorities

4. The important people and connections and how to make use of these



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