

# Experts Together - Workforce Tool



# Things that matter to me

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- Communicating with me in the right way, at the right time
- Listening to me
- Knowing I can trust you
- Giving me choice
- Giving me control



# Things you can do to help me



## Communicating with me the right way, at the right time

- Use language I understand
- Make me feel comfortable
- Remember I might have 'good days' and 'bad days' so make sure it's the right time for me
- Be prepared – I do not want to tell my story to lots of different people
- Take time to build trust
- Do not rush me
- Take the time to make sure I understand what has been discussed
- Communicate with me in the way in which I want, this might be talking, writing, texting, pictures, sign language
- Make sure you keep me updated – at a time and in a way that suits me

# Things you can do to help me



## Listen to me

- Pay attention to what I'm saying
- Do not interrupt me
- Respect my opinions
- Pick up on my body language
- Remember – what being safe means to me, might be different to what you think

# Things you can do to help me



## Build trust

- Make sure I know who everyone involved is and what their roles are
- Tell me what will happen next
- Be truthful with me
- Do what you say you will
- Do not make promises you can't keep
- Respect my opinion
- Remember that building up trust takes time
- Trust needs to be earned
- Be consistent with me
- Remember – I might not know I'm being abused

# Things you can do to help me



## Give me choices

- Explain the different options available to me, in a way I can understand
- Give me advice, information and support to help me make my own choices
- Do not make decisions for me
- Remember these are my decisions
- Respect my opinion
- Do not tell me what to do
- Help me find solutions

# Things you can do to help me



## Give me control

- Remember I am an expert in my life
- My views must be at the centre of everything
- Risk planning is about my views and wishes and not yours
- Recognise my strengths and use these to help me
- Ask me what outcomes I want, and respect these
- Do not talk to other people without my consent
- Build on the things that are important to me
- Help me to be independent
- Help me to build up a support network
- Just because I might lack capacity to make certain choices, does not mean you should not include me and ask my opinion

To find out more contact us on **01724 296394** or via email on **[expert.experience@northlincs.gov.uk](mailto:expert.experience@northlincs.gov.uk)** or you can go to the North Lincolnshire Safeguarding Adults Board website at **[www.northlincssab.co.uk](http://www.northlincssab.co.uk)** for further safeguarding information.

