

# 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, whistleblowing policy, 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 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 & 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 – 1-1 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 CPD – reflect on learning after training – how is this influencing practice?

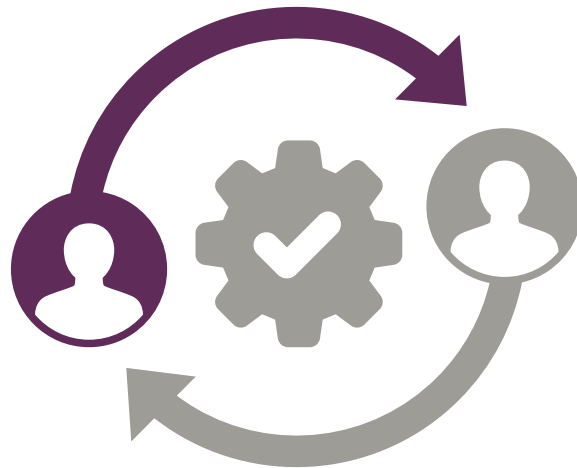
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## Practitioner

- **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 them or their past
- Take note of objects around them, such as photographs and jewellery and engage in conversations about specific items
- Ask them what helps 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
- Ensure you display empathy
- Consider how you would speak to the person if they were your friend
- 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
- Go at the person's own pace
- Find out what the individual wants help with, this may not be related to their self-neglect
- Be clear about what can happen
- Encourage a deeper conversation, for example 'what are the things working well in your life?'
- 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 person that you might highlight in your conversation and how some ideas on how they might draw on those strengths
- 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*

- 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

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- 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 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?'
- 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
- Consider inconsistencies in the persons body language/behaviour and actions/ conversations, ask questions if things don't seem to 'add up'