



A guide for having a person-centred conversation

April 2020

Introduction

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.

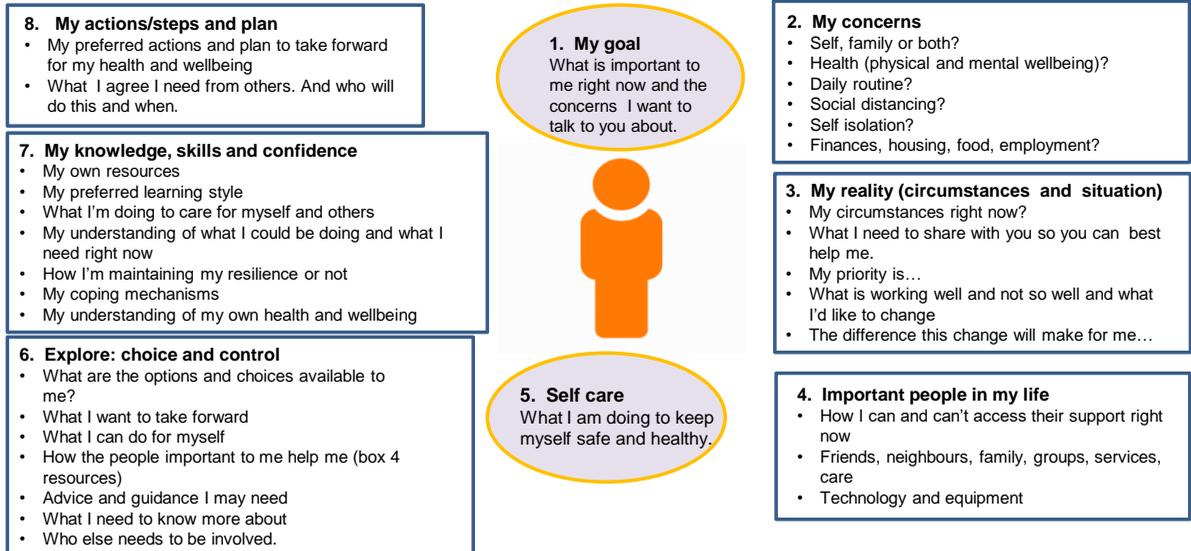
Please refer to the latest NHS and Government guidance on coronavirus (COVID-19) at: [NHS.uk/Coronavirus](https://www.nhs.uk/coronavirus) and [Gov.uk/Coronavirus](https://www.gov.uk/coronavirus)

Contents of this pack:

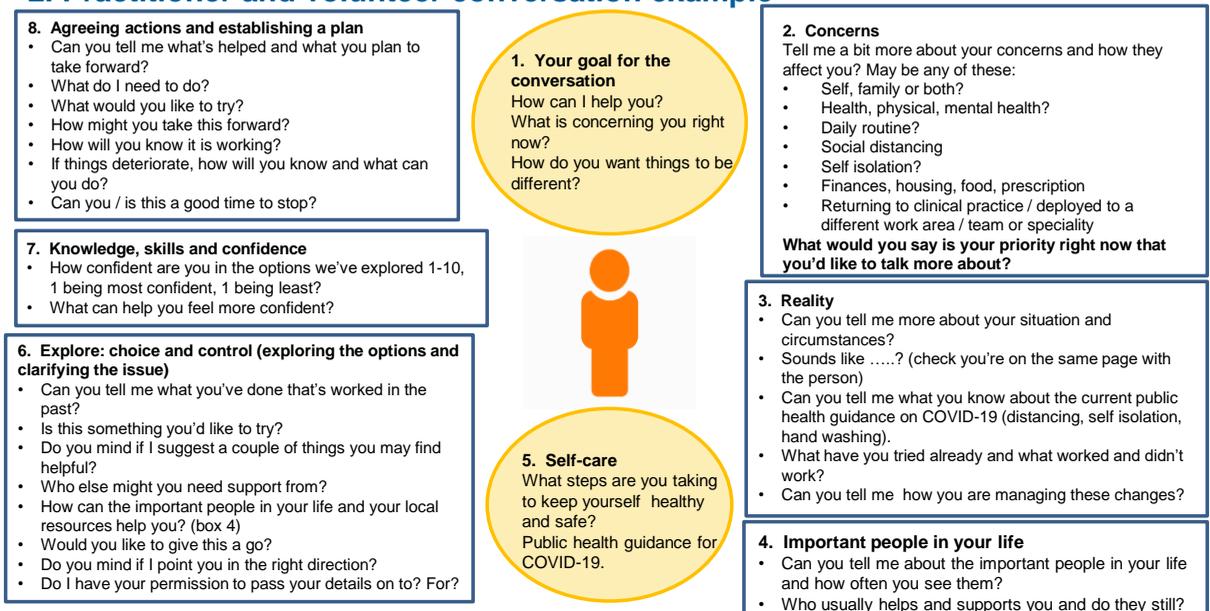
- Page 2: Introduction
- Page 3: Person-centred coaching example
- Page 4: Practitioner and volunteer conversation example
- Page 5: Patient conversation record example
- Page 6: Template for recording coaching conversations

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 bfwh.healthcoaching@nhs.net

1. A person-centred coaching conversation example



2. Practitioner and volunteer conversation example



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.

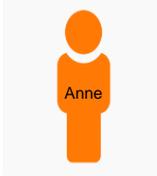
7. Knowledge, skills and confidence

- 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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