

Module 3

Effective Assessment Skills

Intended Learning Outcomes:

At the end of the module, the participants will have:

- An increased awareness of the principles of an effective assessment.
- Had an opportunity to explore the potential barriers to communication between different agencies.
- Had the opportunity to explore assessments from the service user and carer perspective.
- Had the opportunity to consider implications of joint working & assessment standards.
- Had the opportunity to consider the 360-degree assessment checklist to ensure a holistic assessment.
- Had the opportunity to consider risk.

Relates to: KSF Core Dimensions 1, 4, 5, and 6
Specific Dimensions HWB 1, 2, 6 IK1

Time: 1 hour

Materials: Flip chart paper, post-it notes and marker pens for each group.

Handouts:

- SAP Assessment checklist
- Core Assessment skills
- SAP Implementation Guidelines - Joint working & Assessment standards
- Assessment principles

Activity 1:

- 1) Get into groups of 4-6 people, ideally from different agencies and professional backgrounds
- 2) Ensure each group nominates a facilitator and a writer.
- 3) Answer the question 'What makes a good assessment?'

Issues to get people thinking:

- Use of jargon
- Documentation

- Effective assessments should cover a range of areas including physical, psychological, environmental and social issues. (See 360 degree assessment checklist handout) but be proportionate to need
- Putting the person at the centre of the assessment -what does this mean?
- How will people from another agency know what you mean and what areas you have covered?
- Equality issues
- Assessing risk

4) Feed back to the whole group and discuss any issues

Activity 2

The "*Keeping Milly Happy*" video/DVD is useful to show at the beginning of this module and will help view the assessment from the service user and carer's perspective.

- 1) Ask the group to consider the perspective of Milly and her husband
 - What worked well?
 - What could have been done differently?
 - Identify key areas where errors were made or poor practise took place?
 - Why did this happen?
 - What could be done to prevent this type of approach?
 - Would SAP have made any difference?
 - Were there issues of risk and risk to independence ?

or (if film not seen)

- 1) Ask the group to imagine that they are a person with health or social care needs and are expecting someone to call to discuss the problems that they are facing. Individually and still imagining that you are this person, consider the following questions: (it may help to put them up on the wall). Write your answers down.
 - What information do you want?
 - What do you expect from this assessment?
 - Are your answers different if you live alone or with someone else?
- 2) In groups of three, share your ideas and begin building a list. Then feed back to the larger group, and discuss the results.
- 3) Distribute and discuss SAP Implementation Guidelines: Section 3 –Joint working and Assessment Standards and the 360 degree Assessment checklist.

South West Peninsula Single Assessment Process – 360° Assessment checklist

MEDICINES	FALLS	PHYSICAL HEALTH NEEDS	PERSONAL CARE AND DAILY ROUTINES	SENSORY
<ul style="list-style-type: none"> • Have you talked to your GP, pharmacist or health care professional in the past 6 months? • Do you have any concerns about your current medication or side effects? • Do you have problems / concerns managing your medicines at home that cause you to miss taking your medicines, for example, ordering on time, collecting? • Do you sometimes forget to take your medicine? • Do you have someone to help you with this (carer, neighbour, relative)? • Do you understand your medicine, for example, purpose, how to take, and implication if missed? • Do you know what to do if you miss a dose or take too much? • Do you have enough information about your medicine? • Do you think your medicines work? Have you stopped taking any? • Do you usually take the medicines prescribed for you? • Do you need help with taking your medicine for example, administering eye drops / injections / inhalers? 	<ul style="list-style-type: none"> • Have you attended A&E for a fall? • Have you called an ambulance for a fall? • Do you have unexpected falls? • Do you have a fear of falling? • Do you feel light headed or dizzy? • Do you have difficulty getting in and out of chair / bed / car? • Do you have difficulty carrying things? • Do you have difficulty with balance? • Do you have difficulties with eyesight or hearing which might make you prone to accidents? • Do you have trouble sleeping? • Do you think that the medicines you take might make you dizzy or light headed? • Do you take more than 4 medicines? • Is your home well lit? • Is your home cold? • Do you have any loose mats on your floor? • Do you have any trailing flexes or wires on your floor? • Do you put things on the stairs? 	<p>Breathing Difficulties</p> <ul style="list-style-type: none"> • Do you suffer from a shortage of breath? Are you asthmatic? • Do you suffer from Heart problems? <p>Pain</p> <ul style="list-style-type: none"> • Do you have any pain when you move or when you are resting? • Do you take any pain medications on a regular basis? • Do you suffer with arthritis or osteoporosis • Do you have any problems with your knees, hips or other joints? • Do you have problems with your back or sciatica? <p>Skin / Tissue viability</p> <ul style="list-style-type: none"> • Do you have any sores, breaks, bruising, itching to your skin? <p>Foot care</p> <ul style="list-style-type: none"> • Do you have any problems with your feet that affect your ability to manage your life? • Do you have problems bending down to wash your feet or cut your toenails? • Do you have diabetes? <p>Eating, drinking and swallowing</p> <ul style="list-style-type: none"> • Do you have any difficulties eating, chewing, or swallowing your food? • Do you have problems swallowing medicines? <p>Urine Contenance</p> <ul style="list-style-type: none"> • Do you have any urine continence problems? • Do you sometimes have accidents when trying to hurry to the toilet? <p>Bowel movements</p> <ul style="list-style-type: none"> • Do you suffer from loose bowels or constipation? 	<p>Washing</p> <ul style="list-style-type: none"> • Can you manage getting to the sink or washbasin? • Do you have physical problems that make it difficult to keep yourself clean? <p>Bathing / showering</p> <ul style="list-style-type: none"> • Do you feel safe getting in and out of your bath? • Would you feel safer if you had somebody <i>to help whilst bathing</i>? <p>Using the toilet</p> <ul style="list-style-type: none"> • Do you need help to get to or use the toilet? • Can you get to the toilet in time? <p>Hair care / personal hygiene</p> <ul style="list-style-type: none"> • Do you have problems with itchy skin or scalp? <p>Dressing</p> <ul style="list-style-type: none"> • Can you dress yourself in the morning and undress at night? <p>Oral Hygiene</p> <ul style="list-style-type: none"> • Can you take care of your teeth? • Do you have any difficulties with your teeth, caps or dentures that cause you problems? • Do you have a dentist and when was the last time you saw him? • Do you have sore gums? <p>Food Preparation</p> <ul style="list-style-type: none"> • Do you eat a hot meal everyday? • Do you have difficulties preparing food or opening tins? • Can you manage to make hot drinks safely, whenever you want to? • Do you have special dietary needs, either for health reasons or cultural or religious ones? <p>Housework and Cleaning</p> <ul style="list-style-type: none"> • Do you struggle to keep your house and clothes clean? <p>Shopping</p> <ul style="list-style-type: none"> • Can you get to the post office or the shops? • Can you manage shopping adequately? <p>Getting in / out of chair / bed</p> <ul style="list-style-type: none"> • Can you get in and up from a chair of knee height without using your arms? 	<p>Sight</p> <ul style="list-style-type: none"> • Do you have any problems with your eyesight that affect your ability to manage your life? • Have you visited an optician in the past 12 months? • If you wear glasses, are they suitable for your needs? • Do your sight problems make you more prone to falls and accidents? • Can you read your post? <p>Hearing</p> <ul style="list-style-type: none"> • Do you have any problems with your hearing that affect your ability to manage your life, for example deafness, partial hearing or tinnitus? • If you wear a hearing aid, is it suitable for your needs? • Have you visited a hearing specialist in the past 12 months? • How is your sense of balance, for example do you ever feel dizzy? <p>Speech and Communication</p> <ul style="list-style-type: none"> • Do you have a hearing, sight loss, speech impairment or any other physical disability that specifically affects your ability to communicate with people? • Can you use the telephone? • Can you watch TV and listen to the radio? • Can you read newspapers and books and write letters? • Can you communicate with those around you? • Do you have difficulties with language or speaking? • Do you have difficulty understanding what people say to you? • Do you have problems with your tactile senses or taste?
				GETTING INVOLVED

		<p>Specialised toileting needs</p> <ul style="list-style-type: none"> Do you need further help with any specialist needs such as a colostomy bag? 	<ul style="list-style-type: none"> Do you have any difficulties getting in or out of bed, or up from the chair? 	<ul style="list-style-type: none"> Do you feel you can make a difference to the way statutory services are delivered? Would you like to be involved in consultation meetings/forums etc?
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EMOTIONAL WELLBEING	RELATIONSHIPS	MOBILITY AND TRANSPORT	ACCIDENT AND SECURITY	BENEFITS AND FINANCE
<p>Sleeping patterns</p> <ul style="list-style-type: none"> Do you have any difficulties sleeping? Do you feel constantly tired or on edge through lack of sleep? <p>Confidence and disorientation</p> <ul style="list-style-type: none"> Are you ever disorientated or confused about where you are, the people around you or the date? Have you had a recent loss of confidence, or have feelings of uselessness or being a burden to others? <p>Memory loss</p> <ul style="list-style-type: none"> Have you noticed any changes in your memory? Do you have difficulty remembering things? <p>Depression</p> <ul style="list-style-type: none"> Have you ever been diagnosed as suffering from depression? Are you currently taking any medication for depression? <p>Other mental well-being issues</p> <ul style="list-style-type: none"> Do you suffer from any other mental well being issues that affect 	<p>Personal relationships</p> <ul style="list-style-type: none"> If you live alone, do you see other people regularly? Are your family (or significant others) in the immediate area? Do you have dependants living with you, and can you manage to give them the support you would like to? Do you get on with all the other people who live with you and those who visit you regularly? <p>Carer support (informal / unpaid)</p> <ul style="list-style-type: none"> Do you have someone who normally helps you, for example a relative, neighbour or friend? Do you usually get support from the same person? Do you rely on and trust your carer? Do you feel they need 	<p>Walking / moving around</p> <ul style="list-style-type: none"> Do you need assistance to walk about indoors or outdoors, for example do you use a stick or frame? Can you manage steps or stairs safely? <p>Getting in / out of the home</p> <ul style="list-style-type: none"> Describe any problems you have in getting in or out of your home, such as difficulties with steps, shared access, slopes, poor lighting, etc. <p>Getting in / out of the car</p> <ul style="list-style-type: none"> Do you need help or modifications to get in/out of a car? <p>Use of public transport</p> <ul style="list-style-type: none"> Can you get to the bus or train? Describe any difficulties using public transport 	<p>Personal / home security</p> <ul style="list-style-type: none"> Do you have a good doorstep procedure, for example can you see the caller before opening the door and do you check identity cards? Do you keep your doors locked? <p>Safety to others</p> <ul style="list-style-type: none"> Do you have any concerns about the safety of other people who you come into contact with? Are there any environmental factors that present a risk to you or others, for example dangerous animals or poor standards of cleanliness? Are you a carrier of an infection such as MRSA, hepatitis or HIV? <p>Neglect or abuse by others - Be aware of:</p> <ul style="list-style-type: none"> A history of domestic violence in the family Aggression from Carer / relative if present Unexplained injuries 	<p>Level of personal finances</p> <ul style="list-style-type: none"> Do you have difficulties making ends meet with current level of income? Are you able to afford to heat your home adequately and pay your rent or other bills? <p>Management of personal finances</p> <ul style="list-style-type: none"> Do you normally manage your money yourself or do you need help? Do you have a bank account and can you use it / get to the bank? Do you have any difficulties with family or friends who help you to manage your money? Does someone else have Power of Attorney for you? <p>Receives all relevant benefits / allowances</p> <ul style="list-style-type: none"> Are you claiming all the benefits to which you are entitled? Would you like further information or advice on welfare benefits?
		<p>ACCOMMODATION</p>		
		<p>Location and accommodation</p> <ul style="list-style-type: none"> Do you have any concerns about the location of your accommodation? Has your property been adapted and is that adaptation sufficient for your needs? For example, ramp, external lighting or handrail. Has a home safety check been completed? <p>Access to and within accommodation</p>		
			<p>EMPLOYMENT AND LEISURE</p>	<p>CARERS</p>

<p>your ability to manage your life, for example a fear of going outside?</p> <ul style="list-style-type: none"> Do you suffer from obsessive or compulsive behaviour? Have you ever had thoughts of self-harm? <p>Bereavement and loss</p> <ul style="list-style-type: none"> Have you experienced the loss of a family member or close friend recently? Have you experienced any unsettling life events recently, for example, moving house, illness or loss of a much-loved pet? 	<p>any support in being a Carer?</p> <p>Relationships in general</p> <ul style="list-style-type: none"> How are you getting on with people around you? Do have any pets, and can you cope with looking after them? <p>Social contacts</p> <ul style="list-style-type: none"> Do you see your family and friends regularly? Are you on friendly terms with your neighbours? Do you see people everyday, either by getting out or visits to you? 	<ul style="list-style-type: none"> Do you have concerns about access to the premises being unsafe, for example, poorly lit entrance, steps or slippery paths? <p>Keeping warm at home</p> <ul style="list-style-type: none"> Does your home have adequate heating in all the rooms that you use? Do you have problems keeping yourself warm at home? <p>Amenities/facilities of the accommodation</p> <ul style="list-style-type: none"> Are there any aspects of your accommodation that appear unsafe or in a poor state of repair, either inside or out? Is your home well lit? Do you have concerns that any equipment within the premises is unsafe, particularly gas, electrical appliances and cooking facilities? <p>Access to local facilities and shops</p> <ul style="list-style-type: none"> Do you need help getting to your local shops or to the post office for your pension or benefits? Are you able to get to local facilities such as your place of worship, library or other leisure activities? <p>Gardening</p> <p>Do you need help with your garden?</p>	<p>Help finding / maintaining work or training</p> <ul style="list-style-type: none"> Would you like some help with finding a job or training course? Do you have physical or learning disabilities that limit your ability to get work? <p>Involvement in leisure and hobbies</p> <ul style="list-style-type: none"> Are there any activities that you enjoy doing now or would like to pursue but have difficulty with, such as educational classes, going to a place of worship, clubs, work, and so on? Do you take regular exercise? 	<p>Consider:</p> <ul style="list-style-type: none"> Does the Carer need support in continuing to provide care? Does the Carer manage to have a break from Caring? Does the Carer wish to join the local Carers Link Network? Are the Carers needs adequately considered within this assessment or is a separate Cares Assessment needed?
<p>VULNERABLE ADULTS</p> <ul style="list-style-type: none"> Was it possible to speak to person on their own? Did they appear wary, nervous, scared of someone? Were there obvious injuries that could not be explained? Who manages the person's money? Obvious discrimination? History of domestic violence? Is the person confined to a specific area? 				

SAP Basic Awareness Module 3 Handout - Core Assessment Skills

Participation

- Allow time for clear introductions - who are you, where you come from.
- Explain what you are visiting for - the nature of the care management process, what an assessment is, and why you are doing it.
- Explain recording policy and user access to information held about them.
- Emphasise the shared nature of working **with** the client and open exchanges of information/views.
- Set the scene for a collaborative working partnership - open body language, where you sit (allow the client space), ensure a non-threatening approach.
- Have appropriate eye contact with the user and avoid writing during the interview if possible - this can be done at the end if an immediate assessment is necessary.

Observation

- Initial contact - how you are greeted.
- Initial 'feeling' about the setting, people involved.
- Observation on the environment - this can reveal something about the persons' general well being.
- How the person presents - movement, dress, state of health.
- Body language - can pick up agitation, distress anxiety, conflict between family members etc?
- Balance between what is said and what is indicated by body language - are the two in contradiction or congruent?
- Reactions to subjects raised - are some particularly sensitive and need approaching in a different way, maybe later in the interview?
- Are there any observable hazards in either the material or human surroundings?

Communication

- Remember that you may be perceived as a powerful professional - clear language can remove some of the barriers which this perception may raise - avoid jargon.
- Check that you have been understood and that you understand - do this by re-framing questions.
- Where there are problems with understanding, be creative around communication - would pictures, diagrams, photographs etc help?
- Respect cultural differences and take interpreters where there may be issues around communication for people whose first language is not English.
- Be sensitive to communication issues around gender, age, disability, ethnicity, religion / belief and sexual orientation.

Active Listening

- Listen to the context as well as the content of statements i.e. **how** they are said as well as what is said.
- Consider the persons' answers and seek clarification if necessary e.g. 'do you mean'?
- Check out what you have heard and if necessary ask for the information in a different way

- Use open ended questions i.e. ones that cannot be answered 'yes' or 'no' - questions beginning **how, what, when, who** and **where**.
- Your body language can assist a free exchange of information - slightly leaning forward but relaxed.

Managing Conflict

- The users' wishes should be respected and valued.
- Their feelings and opinions are an expression of who they are.
- Acknowledge conflict and address it in a calm and open way.
- Ensure all participants have the chance to express their views even when they clash - and acknowledge each as valid.
- Explore ways of minimising conflict.
- Participants may need time to consider alternatives - you may need to return and discuss options again when they have considered them.
- If at any time you feel personally uneasy or threatened **leave** the assessment quietly but firmly - your personal safety is paramount.

Understanding Disadvantage/Vulnerability

- Requires knowledge of social and other factors that create disadvantage/vulnerability.
- Acknowledge and empathise with persons' life situation.
- Be aware of your own prejudices.
- Avoid stereotyping especially where there are cultural differences.
- Do not let cultural differences affect or cloud professional judgement.

Advocacy

- Some users may need an independent advocate especially where there is cognitive impairment e.g. Alzheimer's disease, learning disability.
- You may need to advocate for the service user if their wishes are being ignored or denied by others.
- Advocacy requires putting the service users' point of view forward - not negating the views of other participants.
- Advocacy involves informing people of their right to challenge decisions about their care.

(Acknowledgements to Kent County Council)



Handout from SAP Implementation Guidelines Joint Working and Assessment Standards

Why joint working?

In the White Paper, "Our health, our care our say " an emphasis is placed on health and social care organisations to work more closely together using a common assessment framework. The Single Assessment Process is a sound basis for the common assessment framework and requires joint working arrangements in place to ensure more effective co-ordinated services are provided across health and social care.

What are the standards that are required to ensure a quality assessment?

In order to ensure consistency of outcomes to assessment and care planning across organisations, all staff must apply these standards when carrying out the Single Assessment Process.

Standard 1 - The person being assessed should be fully involved in the process (and also the carer, if the person agrees).

Standard 2 - Information should be gathered in a way that is respectful and sensitive as well as efficient, proportionate, timely and adequate with due regard to people's equality and diversity needs.

Standard 3 - The process should help to recognise and build on the strengths of people who use services, and their carers, enabling and supporting people to resolve their needs themselves wherever possible.

Standard 4 - Assessment should fulfil all legal requirements as described in SAP implementation guidelines 2- Legal & Policy framework)

Standard 5 - The Single Assessment Process should avoid the need for people to repeat information to different staff involved in assessing and providing for their health and social care needs.

Standard 6 - Assessments and care plans must be clearly and succinctly recorded providing evidence for decisions made.

Standard 7 - Records and plans must be communicated and made accessible to the

person assessed and their carers where consent is given.

Standard 8 - Information must only be shared after consent has been given and only for the purposes stated on the consent form.

Standard 9 - Single assessment and care planning must involve effective communication and collaboration within a culture across health and social care agencies with a mutual respect and understanding of each other's professional roles and responsibilities.

Standard 10 - Assessment must include assessment of risk by taking account of the need to protect individuals from harm but also enabling them to make decisions about their own lives including aspects of independence, choice and dignity.

Standard 11 - Assessments and care plans should be completed within the timescales required by each organisation.

Do we have to trust each other's assessment?

The principles of the Single Assessment Process mean that assessments and care planning information is shared across agencies and professionals and will therefore rely on a degree of trust. This is quite a new concept and will take time to develop but is very much part of a person centred approach where service users and carers do not like having to repeat information and have an expectation that there will be good joint working arrangements in place.

Will someone be needed to co-ordinate the assessment and care plan?

If there are several people involved in one assessment it will be necessary to identify the key worker or care coordinator and discussion needs to take place with the service user and carer about who is the most appropriate person to do this. The personal held record, which is kept in the person's home and contains assessment and care planning information, can help with communication between professionals in these situations (see implementation guidelines 6- personal held record).

What difference will eSAP make?

With the introduction of electronic SAP (eSAP), the amount of sharing of information and joint work on an assessment will be possible to an extent that has never really been possible before.

Whereas in the past each professional would undertake their own assessment and often ask the service user very similar questions, the electronic version of SAP will enable much easier sharing of information and should therefore help improve joint working arrangements. eSAP enables different professionals to be able to work on an assessment together and complete different domains by sending the assessment electronically to each other and being able to access it in one place electronically.

How will professional skills and identity be maintained?

SAP will involve a set of skills for joint working to enable standards to be met whilst recognising the value of different professional skills. SAP will also require professional



skills for the assessment process to be carried out effectively especially for the specialist assessments. The SAP assessment documents are known as **tools** to aid the assessment process and evidence what has been carried out. There will still be the need for professional skill and analysis to enable the assessment to be carried out effectively.

The **SAP at a glance** outlines which type of staff should complete which tools (see www.devon.gov.uk/sap-pro).