



Lincolnshire Conversation

A guide to carrying out, and
recording conversations

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Contents

- Introduction 2**
- Preparing for the Conversation..... 3**
- Principles of the Lincolnshire Conversation..... 3**
- What if I have more than one conversation? 4**
- Things to consider before, during, and after the conversation 4**
- Recording the conversation 4**
- Conversation Follow up..... 4**
- Eligibility..... 5**
- Checklist of local authority core duties..... 5**
- 28 Day Assessment Measure..... 5**
- Key messages about Lincolnshire Conversation..... 6**
- Process 6**
- Mosaic Process..... 7**
 - Introduction..... 7
 - Adult Conversation Record 7
 - Adult Conversation Record Follow-up 8
- Further support and advice for practitioners 10**
- Co-Production Network Message 10**

Introduction

The Lincolnshire Conversation workflow has been created to support a different type of conversation that encompasses a proportionate assessment to the one previously undertaken. Our conversations should now be more focused on what people want to tell us and what they want us to know, not just about what we want to ask them, which is why there are no service or needs led questions. However, where there are specific concerns or risks, you will need to explore these and consider information we are required to record on Mosaic.

The most important point to remember is that the Lincolnshire Conversation allows you to be creative. There is no single way of doing it but the outcome should be a positive record of the person, whilst also identifying what issues are affecting their lives. The type of conversation and the recording of it may differ dependent on the situation. So be flexible! If the person is in a crisis situation or has an urgent need, the actions may be about putting a plan together that attempts to ease or resolve the main problem, in order to create stability.

The conversation is about listening and connecting people to things that make their life work without us. It should consider, and be a discussion about, all of the resources and support that we can connect the person to, within their community and networks, in order to help them live their lives independently.

A conversation you have with someone you don't already know, is not just about establishing if they meet the eligibility criteria but understanding what has happened or changed that caused them to approach Adult Social Care.

While the Lincolnshire Conversation workflow is to be used for new people, you may apply the principles in your conversations when reviewing those already known to us when establishing what has occurred that led to the need for a review. It is not about raising their expectations that the support they have will increase.

In order to properly prepare for the discussion, you must consider the information available to you before you have a conversation with the person/representative.

This is a conversation about establishing what's going on – and then helping the person to reestablish connections with family, community and their neighbourhood. You may need to complete a more comprehensive assessment in the following circumstances:

- There is a short-term crisis requiring temporary intervention, hospital discharge or prevention, all with the aim of gaining stability.
- The conversation is about someone who has long term support needs.

Preparing for the Conversation

- Do your groundwork. Before starting any conversation, it is vital that you have a good awareness of the resources available within the local community.
- Learn the background – What’s happened? Is anyone else involved and how e.g., health?
- What does the person enjoy doing or what did they enjoy doing?
- What is the person trying to get back to, i.e., what was ‘normal’ before the crisis, change or deterioration?
- If the person lacks capacity, gather the information from the people who know them best, as well as listening to and recording the person’s point of view in their own words.
- Establish the way forward – what needs to change? What needs to happen now?
- Who is available to help? What network of support and resources are available to them?
- You may not have potential solutions straight away. You may need to advise the person and family that you will investigate the available options and discuss these with your team and other professionals.

Principles of the Lincolnshire Conversation

1. It’s about people’s lives, not just their needs

It provides a platform for people to talk about their whole lives and not just the areas which they need support.

2. It recognises that people are experts in their own lives

It encourages people to use their expertise, skills and experience in their own care and support.

3. It’s founded on trust, honesty, and openness

It requires a relationship of two or more equals, recognising each person’s contribution and understanding the concerns they might have.

4. It starts with a blank sheet

The conversation should be led by what’s important to the person, but care workers can prompt and shape the discussion.

5. It needs sufficient time and resources

The person may need time to feel confident and comfortable to participate. But getting it right means that people are offered the care and support they want and need.

6. It takes place within the context of the person’s whole life and their community

It will cross organisational boundaries. Some things might be better supported by other services.

What if I have more than one conversation?

It is likely that you will have several conversations with a person as their situation changes. Many of these conversations will be recorded in the conversation document and this may include significant discussions that lead to a change to the original actions.

Things to consider before, during, and after the conversation

- Check Mosaic before contacting someone to ascertain if there is any demographic information missing (Relationship contacts, GP, LPA, Appointee, health conditions, etc.)
- Remember to refer people to the Privacy Notice on the Council website. This provides them with general information about how we collect and use their information.
- Consider capacity and record your findings.
- If there is a need to discuss financial matters or advanced planning arrangements, ensure this is recorded.
- Remember to consider and record any immediate risks or safeguarding issues including fire safety.
- Consider whether a routine enquiry about domestic violence and abuse is appropriate at this point.
- Consider whether any basic equipment is needed.
- Consider religion, ethnicity, gender and sexuality where appropriate.
- Consider communication and Accessible Information needs.
- Consider advocacy.
- Consider any informal carer(s) needs, by taking a whole family approach e.g., including young carers.

Recording the conversation

- Record the conversation as it happened to give an authentic representation of the discussion.
- Record the discussions you had with others such as carers/family and other professionals.
- Make sure that each action recorded, and the person responsible for completing it, is clearly defined using separate bullet points for each.
- Consider and analyse the conversation, reach conclusion, and record a detailed summary that includes the reason for the contact, the main points of what was discussed, and the actions agreed.
- Record if and why a follow up call is required. If not required, state your reasons.

Conversation Follow up

- Contact the person within 2 weeks of the Lincolnshire Conversation to track progress and to measure impact for those who don't require further assessment.
- Record on the conversation record-follow up in MOSAIC.
- Consider the following:
 - Have things improved since your last conversation?
 - What could not be resolved?

- What still needs doing and by whom?
- What, if any, are the next steps? i.e. progress to a more comprehensive needs assessment/ No Further Action(NFA) close/further follow up

Eligibility

- The Lincolnshire Conversation is a proportionate assessment and not about establishing eligibility. However, it is important that eligibility is still considered and that you can evidence that the person can be supported safely through signposting or a short-term plan.
- If the person is not eligible, explain why, and update the conversation record. Include details about the discussion regarding eligibility to ensure that the decision can be justified. It may be useful in these circumstances to refer to the Eligibility Threshold for guidance.
- If it is confirmed that the person has long term support needs and formal support is required, the more comprehensive Adults Needs Assessment will be completed, and the Eligibility guidance used to determine eligibility.
- If the person is eligible - The detail of the needs will be recorded in the Adult Needs Assessment and outcomes in the Care and Support plan.

Checklist of local authority core duties

Local Authorities must:

- Carry out an appropriate and proportionate assessment
- Support the individual to lead the process
- Involve an advocate (a family member, friend or independent advocate) to help the individual through the process where the individual has capacity but has substantial difficulty understanding, retaining and using the relevant information.
- Involve a person who has specific training and expertise where appropriate to carry out a safeguarding enquiry where a person may be at risk of abuse or neglect.
- Ensure that the assessment is accurate and complete - reflecting the individual's needs
- Ensure that the assessment is completed in a suitable time period.

28 Day Assessment Measure

- The assessment measure only applies to new clients – these are people who do not currently have on-going service i.e., brand new referrals or people who had a service, but it was ended due to a hospital admission and has been referred for a new assessment.
- The 28-day clock starts when the contact step is completed by CSC, and they add the next action step for the Adult Conversation Record and assign to themselves, strength-based conversation(s) takes place.
- The 28 days ends on the date the worker has either completed the Adult Conversation record, Follow-up, or the Adult Needs Assessment. Please note that this is not the date the assessment was authorised.

Key messages about Lincolnshire Conversation

- A Lincolnshire Conversation is about listening to people and their families to understand what's important to them. To work with them to make connections and build relationships in order to help them get on with their life independently.
- The Lincolnshire Conversation will support people and their families who need support to get on with their day- to- day lives. We need to listen to, and focus on, the assets and strengths of people who come into contact with Adult Care and Community Wellbeing Teams.
- Think about how you can connect the person to things that will help them get on with their life: What do they want to do? What can you connect them to?
- The aims of this work relate to proportionality, reducing cancelled assessments, disproportionate or unnecessary assessments. It is not about whether the person is 'eligible', but it does meet the 'prevent, reduce, delay' requirements of the Care Act.

Lincolnshire Conversations should be empowering for people, exploring their strengths, support networks and opportunities to stay independent.

Lincolnshire Conversations should be conversation based, proportionate and may be the only formal intervention that is needed.

Think whole family ensuring that Carers are identified and offered appropriate support.

You need to have, and use the skills below to make the conversation effective, safe and positive

Professional Judgment

Your ability to make judgements and decisions based on facts, history and circumstance

Professional Curiosity

Your ability to communicate, seek information, clarify or corroborate or investigate

Defensible Decision Making

Your ability to justify and record decisions in an evidence based way

Legal Literacy

Your knowledge of legislation, finances, benefits and entitlements

Positive Risk Taking

Your understanding of risks, capacity and a persons right to make their own decisions

Local knowledge

Your knowledge of local services, resources, contacts and networks that can support people

Process

- People will experience a person-centred/strength-based approach through a conversation, coordinated by a Customer Service Centre(CSC) Advisor. This will focus on what matters to the person, their family and/or friends, taking a preventative approach.
- If further conversation is required by a dedicated "duty" worker, the CSC Advisor transfers the case to the relevant area team for more specialist

information/advice/signposting. Where appropriate the Lead Practitioner will allocate a practitioner to have a further conversation in the community. This may be in a community setting or in the person's home. Where needed the Conversation will lead on to a more traditional 'Care Act Assessment'.

- The Lincolnshire Conversation may be over the phone, virtually (via video call), or as part of a 'Community drop-in'. Practitioners who visit people at home will also have the opportunity to use the Lincolnshire Adult Conversation record.
- The conversation will be joined-up and will consider other organisations and professional support as well as community assets.
- This will be recorded in the Adult Conversation Record in Mosaic.
- A copy of the conversation record will be provided to the person and/or their representative and should include the reason for contact, summaries of the discussions and of the agreed actions.
- People will be contacted by a practitioner within two weeks of the Conversation to follow this up, track progress and to measure impact for those who do not require further assessment. This will be recorded on the conversation record-follow up in Mosaic.
- When there are remaining, unmet needs identified after the outcome of the Lincolnshire Conversation, people must progress to a more comprehensive joined-up 'Care Act Assessment'.
- Where a personal budget service may be required and/or there is an indication of unmanaged risks or safeguarding, people must progress to a more comprehensive joined up 'Care Act Assessment'.
- As people are entitled to a full assessment, they must be asked if the Lincolnshire Conversation has met their needs.
- The Lead Practitioner (LP) role is vital in having an overview of contacts coming in.

Mosaic Process

Introduction

- The 'Lincolnshire Conversation' workflow has been developed to support **pre assessment activity on new cases only** for use across Adult Frailty Long Term Conditions (AFLTC) Teams
- Customer Service Centre Advisors and Practitioners will have the option to complete the conversation and produce a customer facing printout that summarises the conversation and the agreed actions or proceed to a comprehensive needs assessment.
- **For existing cases** – we should continue to be notified using the bring forward review notification – going forward we can consider options to develop additional fields in this notification to in effect enable the recording of additional activity prior to confirming that a review is needed.

Adult Conversation Record

- Customer Service Centre (CSC) to record Contact (New Case), Assign next action of Adult Conversation Record to themselves, strength-based conversation(s) takes place. * 28-day assessment measure starts at this point.

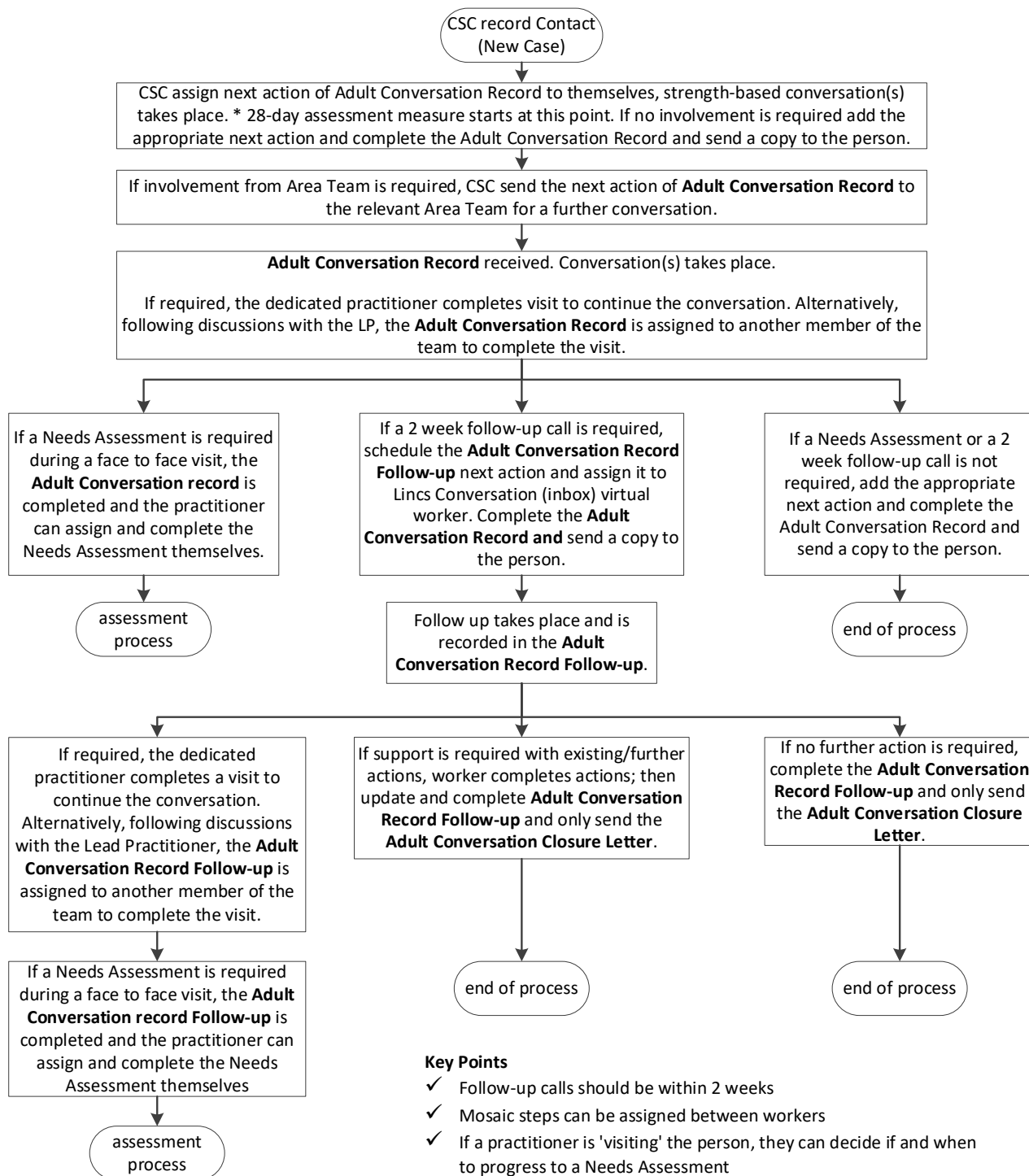
- If no involvement is required add the appropriate next action and complete the **Adult Conversation Record** and send a copy to the person.
- If involvement from Area Team is required, CSC send the next action of **Adult Conversation Record** to the relevant Area Team for a further conversation.
- The **conversation(s)** takes place. Make use of Lincs Conversation virtual worker inbox for on-going conversations, so practitioners within the same team have visibility and can record their interactions or updates.
- If required, the dedicated “duty” practitioner completes a visit to continue the conversation. (e.g., urgent situation, issues with mental capacity, etc.) Alternatively, following discussions with the LP, the case is allocated to another member of the team to complete the visit and the **Adult Conversation Record** is assigned.
- If a Needs Assessment is required during a face-to-face visit, gather further information if needed; the **Adult Conversation Record** is completed, and the practitioner can assign and complete the Needs Assessment themselves.
- If a Needs Assessment or 2 week follow up call is not required, add the appropriate next action and complete **Adult Conversation Record**.
- Provide a copy of the **Adult Conversation Record** to the person and/or their representative and make sure that the record of information gathering is not included.
- If a two week follow up call is required, schedule the **Adult Conversation Record Follow-up** next action and assign to the Lincs Conversation virtual worker inbox. Complete the **Adult Conversation record**.

Adult Conversation Record Follow-up

Adult Conversation Record Follow-up

- Follow up takes place and the information is recorded in the **Adult Conversation Record Follow-up**. Make use of Lincs Conversation virtual worker inbox for on-going conversations, so practitioners within the same team have visibility and can record their interactions or updates.
- If no further action is required, complete the **Adult Conversation Record Follow-up**; then you will need to complete and send the **Adult Conversation Closure letter** (You do not need to send a copy of the **Adult Conversation Record Follow-up**).
- If further support is required with existing/new actions, worker completes actions; updates the **Adult Conversation Record Follow-up**; then you will need to complete and send the **Adult Conversation Closure letter** (You do not need to send a copy of the **Adult Conversation Record Follow-up**).
- If required, the dedicated practitioner completes a visit to continue the conversation. Alternatively, following discussions with the Lead Practitioner, the **Adult Conversation Record Follow-up** is assigned to another member of the team to complete the visit.
- If a Needs Assessment is required during a face-to-face visit, the **Adult Conversation Record Follow-up** is completed and the practitioner can assign and complete the Needs Assessment themselves.

Lincolnshire Conversation: Mosaic process



Key Points

- ✓ Follow-up calls should be within 2 weeks
- ✓ Mosaic steps can be assigned between workers
- ✓ If a practitioner is 'visiting' the person, they can decide if and when to progress to a Needs Assessment
- ✓ Practitioners should record a case note to highlight information that is recorded in the Adult Conversation Record or the Adult Conversation Record Follow-up
- ✓ When in the needs assessment stage, use case notes for on-going recording activity.

Further support and advice for practitioners

For further Mosaic support and advice:

Mosaic Hub: www.lincolnshire.gov.uk/mosaic-hub

[My Portal](#): where you can raise a 'How Do I' Mosaic request

Mosaic Service Desk: 01522 555555, selecting option 1 and then option 2. Mosaic requests and queries should come through MyPortal in the first instance.

For practice queries:

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Co-Production Network Message

The Lincolnshire Strategic Co-Production Network would like to extend our thanks to Lincolnshire County Council for inviting us to support in the development of the Lincolnshire Conversation Guidelines for staff. We are a group of people with lived-experience of using health and social care services who come together to co-produce services with system leads. From our own personal experiences, we believe that real conversations with people are vital in ensuring a person-centred approach. We trust you will find the Guidelines helpful and accessible for all and we look forward to hearing about the benefits of great conversations in Lincolnshire.