



What makes a...



Making enough **time for you**

Understanding **My** needs and understanding the **SITUATION**



Flexibility

Ensuring **appointments are at suitable times for YOU**

Enabling me to have **choice** and supporting me to try **new things**



Allowing me to **talk and Share**



Honesty

Supporting me to have my **own voice**



Sticking to **agreed appointment times**

Good service


Supporting me to be **part of my community**



Accessibility

Introducing **important issues and choices** and giving you time to think about what **decision is best for you**

Breaking down information so I can understand it

Keeping **good, updated and accurate records** about me



Professional



Supporting **Me** so that I can **live my best life**

Going at **My pace** and enabling you to have **control**

Being **respectful and sensitive to YOUR needs in person and in correspondence**



Keeping people **informed and up to date with changes**

Doing handovers if social worker is changing

Making sure the plan is **about me and what I need**

Well trained with up to date information



Assertive and clear, so I have clear directions and boundaries

