

# DIRECT WORK RESOURCE PACK

Coventry City Council Adult Social Care

Version June 2023



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## 1. Introduction

Most social care professionals recognise that understanding the person we are working with is key to strength-based practice, but sometimes we may not have the tools or resources to hand to support communication and engagement with people.

So, we established a group to create a direct work toolkit which includes lots of downloadable resources such as worksheets, activities to explore feelings and worries alongside suggestions of things you may want to have in an actual toolkit.

We wanted this to be a shared set of tools and resources and to develop a shared language and understanding about direct work with adults. This will hopefully also help those who feel less confident by providing some different tools for supporting communication and engagement.

Claire Chapman, Social Worker, Transforming Care, All Age Disability Team explains why direct work is important in her practice and personal life.

‘I have used my tools in both children and adult settings to promote engagement, to connect, to break down barriers, to have fun, to help understand and to illustrate an outcome. The outcome may be someone’s own wishes and feelings, needs or fears. It may also be about having shared time together, putting down the laptop and engaging in the lived world of the person you are supporting. Tools help for people who need to fidget in order to self-regulate and connect, they are great for breaking the ice and engaging without words. Tools can be made at home or with the person together but need to have purpose, they do not replace practice, they support and supplement it.

If you want to know more this is a great article which promotes the use of tools within our direct work in all elements of social work and social care.

<https://www.iriss.org.uk/resources/irisson/using-tools-enhance-engagement-social-services>

From a personal experience as a mother of an adult child who has complex needs, I encourage professionals who come and meet him, to spend some time playing alongside him – sharing his toys and sharing a space with him. My adult son may not be able to answer verbally the objectives of the visit or even understand it, but at least the professional would go away with a sense of feeling that they have spent some real time with him and can feel that they have entered into a little of his personalised world.’

Akinwale Odeneye, Social Worker, Assessment & Case Management (OP) team, explains how they used the toolkit in practice:

“I was allocated to support an adult who had been discharged as part of a ‘discharge to assess’ pathway from hospital into a local nursing home. As part of the assessment process, I needed to visit to assess capacity and a decision, specific to the understanding and managing of finances. I explored the Adult Services Learning Hub and found a link to the Direct Work Toolkit and guidance to support practitioners when undertaking capacity decisions specifically for finance.

These resources gave me a sense of direction and supported my understanding of what was required to support this assessment. I was particularly informed by the fact that practitioners should ensure that all practical steps have been taken to support the decision making by the person. I shared money of different values including notes and coins to assess the person's understanding of money and to encourage communication and engagement.

This toolkit supported my practice and helped my communication and self-confidence. It provided a platform for using aids and alternative communication methods to support the assessment. I would not hesitate to recommend this toolkit to experienced and newly qualified social workers.”

Thanks to ‘Focus Independent Adult Social Work’ for allowing us to use resources they have already included in their own ‘Adult Social Work Toolkit’.

An online directory of these resources can be found at:

[www.coventry.gov.uk/directworktoolkit](http://www.coventry.gov.uk/directworktoolkit)

## 2. Direct Work Downloadable Resources

These resources for download have been developed to aim to give practitioners the tools to communicate, engage and support improved participation with those people we support in our direct work. It is hoped better communication leads to better relationships and a better understanding of what is important to the individual and /or carer.

The following resources have been assembled below and made available for download.

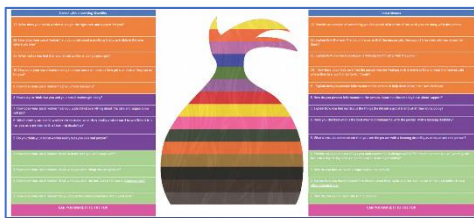
### 2.1 Resources to support work with different groups of people

#### 2.1.1 Working with people with a learning disability, autism or both

Easy-read booklet about dementia which could be used to help someone with a learning disability understand the diagnosis.

[https://lx.iriss.org.uk/sites/default/files/resources/What%20is%20dementia\\_0.pdf](https://lx.iriss.org.uk/sites/default/files/resources/What%20is%20dementia_0.pdf)

Social Worker and service user reflection tool: “The Hair Tool”



<https://www.basw.co.uk/capabilities/adults-with-learning-disabilities/resources/toolkit/hair-tool>

Easy read resources to help explain to and engage people in conversation about online safety

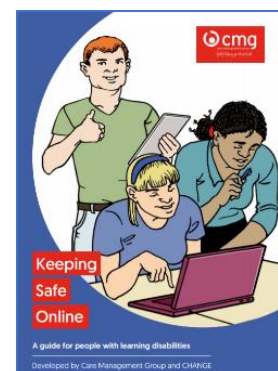
<https://www.stopitnow.org.uk/wp-content/uploads/2020/01/I-have-made-a-new-friend-online-F.pdf>

<https://www.stopitnow.org.uk/wp-content/uploads/2020/01/What-am-i-looking-at-online-F.pdf>

<https://www.changepeople.org/Change/media/Change-Media-Library/Blog%20Media/Keeping-Safe-Online-Easy-Read-Guide-Small-File-Size.pdf>

<https://www.mencap.org.uk/about-us/our-projects/safesurfing>

<https://www.mencap.org.uk/sites/default/files/2016-11/Internet-Safety-web-2016.pdf>



Flu vaccination: easy-read flu vaccination resources

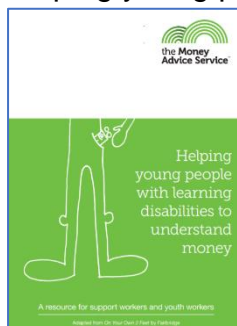
<https://www.gov.uk/government/publications/flu-leaflet-for-people-with-learning-disability>



Easy read national policies and papers relating to people with a learning disability and or on the autism spectrum

<https://www.england.nhs.uk/learning-disabilities/about/resources/er/>

Helping young people with learning disabilities to understand money



<https://arcengland.org.uk/wp-content/uploads/2021/11/Helping-young-people-with-learning-disabilities-to-understand-money.pdf>

Feeling down - looking after my mental health

<https://www.learningdisabilities.org.uk/learning-disabilities/publications/feeling-down-looking-after-my-mental-health>

## 2.1.2 Working with older people and those who may have dementia

Compassionate communication with the memory impaired

<http://www.ocagingservicescollaborative.org/wp-content/uploads/2013/03/Compassionate-Communication-with-the-Memory-Impaired.pdf>

Dementia, supporting confident social work practice with people living with dementia – practice tools

<https://dementia.ripfa.org.uk/tools/>

The Ecomap – A Social Work Assessment Tool

<http://www.socialworkerstoolbox.com/ecomap-activity/>

Dementia Friendly Environments Checklist

<https://www.alzheimers.org.uk/sites/default/files/2019-01/Dementia%20Friendly%20Environment%20Checklist.pdf>

Herbert Protocol - Missing Person

<https://west-midlands.police.uk/services/herbert-protocol>

My Life Story – Dementia UK

<https://www.dementiauk.org/for-professionals/free-resources/life-story-work/>

This Is Me - Alzheimer's Society

<https://www.alzheimers.org.uk/get-support/publications-factsheets/this-is-me>



## Twiddle Muff Pattern



[http://www.uhbristol.nhs.uk/media/2591545/twiddlemuff\\_uhbristol\\_pattern.pdf](http://www.uhbristol.nhs.uk/media/2591545/twiddlemuff_uhbristol_pattern.pdf)

## Dementia Colouring – Daisy

[https://www.coventry.gov.uk/downloads/file/36253/daisy\\_colouring](https://www.coventry.gov.uk/downloads/file/36253/daisy_colouring)

## Dementia Colouring – Faberge Egg

[https://www.coventry.gov.uk/downloads/file/36254/faberge\\_egg\\_colouring](https://www.coventry.gov.uk/downloads/file/36254/faberge_egg_colouring)

## Dementia Colouring – Fruit Bowl

[https://www.coventry.gov.uk/downloads/file/36255/fruit\\_bowl\\_colouring](https://www.coventry.gov.uk/downloads/file/36255/fruit_bowl_colouring)

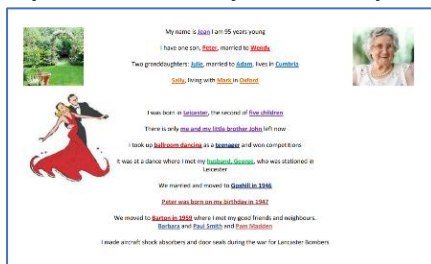
## Dementia Colouring – Ice Cream

[https://www.coventry.gov.uk/downloads/file/36256/ice\\_cream\\_colouring](https://www.coventry.gov.uk/downloads/file/36256/ice_cream_colouring)

## Dementia Colouring – Teddy Bear

[https://www.coventry.gov.uk/downloads/file/36257/teddy\\_bear\\_colouring](https://www.coventry.gov.uk/downloads/file/36257/teddy_bear_colouring)

## My name is – My Life Story - Example



[https://www.coventry.gov.uk/downloads/file/36258/my\\_name\\_is\\_-\\_my\\_life\\_story\\_examples](https://www.coventry.gov.uk/downloads/file/36258/my_name_is_-_my_life_story_examples)

## Music for Dementia – Toolkits/Resources for social workers and link workers

<https://musicfordementia.org.uk/advice-resources/toolkits-resources/toolkits-resources-for-social-workers-and-link-workers/>

## Visiting Someone with Dementia

[https://www.coventry.gov.uk/downloads/file/36259/visiting\\_someone\\_with\\_dementia](https://www.coventry.gov.uk/downloads/file/36259/visiting_someone_with_dementia)

## Living with Dementia Toolkit

<https://livingwithdementiatoolkit.org.uk/>

## 2.1.3 Working with older people

### Social Work practice with older people resources

<https://gsw.ripfa.org.uk/useful-links/>

## 2.1.4 Working with people who have mental health problems

3 Keys to a Shared Approach in Mental Health Assessment

[https://www.adass.org.uk/adassmedia/stories/Mental\\_Health/Bull\\_Docs08/3keys.pdf](https://www.adass.org.uk/adassmedia/stories/Mental_Health/Bull_Docs08/3keys.pdf)

3 Keys to a Shared Approach in Mental Health Assessment (Flyer)

[https://www.coventry.gov.uk/downloads/file/36260/mental\\_health\\_assessment\\_flyer](https://www.coventry.gov.uk/downloads/file/36260/mental_health_assessment_flyer)

Daily Affirmations

[https://www.coventry.gov.uk/downloads/file/36261/daily\\_affirmations](https://www.coventry.gov.uk/downloads/file/36261/daily_affirmations)

Life Is...

[https://www.coventry.gov.uk/downloads/file/36262/life\\_is](https://www.coventry.gov.uk/downloads/file/36262/life_is)

Picture Stories

[https://www.coventry.gov.uk/downloads/file/36263/picture\\_stories](https://www.coventry.gov.uk/downloads/file/36263/picture_stories)

## 2.1.5 Working with people who have a sensory loss

Alphabet Based Communication

<https://www.sense.org.uk/get-support/information-and-advice/communication/tactile-alphabet/>

Deafblind block alphabet – drawn on palm of hand

<http://www.deafblind.com/block.html>

Accessible information including information in British Sign Language (BSL) via various videos

<https://www.btm.org.uk/>

British Sign Language (BSL) - Finger Spelling

<https://www.british-sign.co.uk/fingerspelling-alphabet-charts/>



General Tips for Interacting with Deaf and Hard of Hearing

[https://www.coventry.gov.uk/downloads/file/36264/general\\_tips\\_for\\_interacting\\_with\\_deaf\\_and\\_hard\\_of\\_hearing](https://www.coventry.gov.uk/downloads/file/36264/general_tips_for_interacting_with_deaf_and_hard_of_hearing)

Hints and Tips for Supporting People with a Visual Impairment

[https://www.coventry.gov.uk/downloads/file/36265/hints\\_and\\_tips\\_for\\_supporting\\_people\\_with\\_a\\_visual\\_impairment](https://www.coventry.gov.uk/downloads/file/36265/hints_and_tips_for_supporting_people_with_a_visual_impairment)

Communication Tips for Health and Social Care Professionals by RNID

<https://rnid.org.uk/information-and-support/support-for-health-and-social-care-professionals/communication-tips-for-healthcare-professionals/>

Sensory loss during the Covid-19 pandemic

<http://hi-vis.org/covid-19/>



National Register of Communication Professionals with d/Deaf people might still be useful

<https://www.nrcpd.org.uk/>

Preferred Font Sizes

[https://www.coventry.gov.uk/downloads/file/36266/preferred\\_font\\_sizes](https://www.coventry.gov.uk/downloads/file/36266/preferred_font_sizes)

## **2.1.6 Working with people with substance misuse issues**

Easy read information about Cannabis use

<https://webarchive.nationalarchives.gov.uk/20160831135203/http://www.improvinghealthandlives.org.uk/adjustments/index.php?adjustment=399>

Motivation & Ambivalence

<https://www.psychologytools.com/resource/motivation-and-ambivalence/>

Stages of Change



<https://www.psychologytools.com/resource/stages-of-change/>

Mapping Toolkit

[https://www.coventry.gov.uk/downloads/file/36267/mapping\\_toolkit](https://www.coventry.gov.uk/downloads/file/36267/mapping_toolkit)

The SACS Brief Intervention Worksheet

[https://www.coventry.gov.uk/downloads/file/36268/sacs\\_brief\\_intervention\\_worksheet](https://www.coventry.gov.uk/downloads/file/36268/sacs_brief_intervention_worksheet)

## **2.1.7 Working with and supporting carers**

My Life Now: Individual Assessment and Planning Tool for Young Carers

<https://carers.org/resources/all-resources/102-my-life-now-individual-assessment-and-planning-tool-for-young-carers>

Social Work practice with carers – individual tools and guides

<https://carers.ripfa.org.uk/tools/>

## **2.1.8 Working with people who have experienced a brain injury**

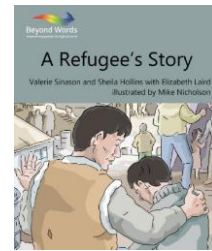
Homelessness and brain injury toolkit

<https://groundswell.org.uk/wp-content/uploads/2020/10/Brain-injury-Toolkit-June-2018-1.pdf>

## 2.1.9 Working with refugees, asylum seekers and migrants

A Refugees Story – Wordless story

<https://booksbeyondwords.co.uk/afghanistan>



Cultural Atlas

<https://culturalatlas.sbs.com.au/countries>

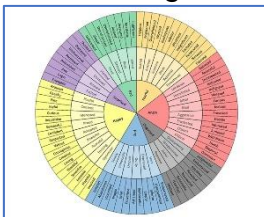
CSAB guides to faiths, religions and beliefs (produced in partnership with Coventry SACRE)

<https://www.coventry.gov.uk/coventry-safeguarding-adults-board/national-safeguarding-adults-week-2018>

## 2.2 Resources to support work with different situations & circumstances

### 2.2.1 Communication and decision making

The Feelings Wheel or Circle



<https://thechalkboardmag.com/the-feelings-circle-chart-emotional-communication>

Widgit Online - Create, print, share and translate symbol materials online (Coventry City Council Adults services have licences) and 'how to use guide'

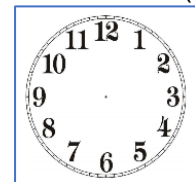
<https://widgitonline.com/>

<https://www.widgit.com/support-docs/uk/inprint2/manual/How-to-use-InPrint2.pdf>

25 Top Tips to Better Communication

[https://www.coventry.gov.uk/downloads/file/36269/25\\_top\\_tips\\_to\\_better\\_communication](https://www.coventry.gov.uk/downloads/file/36269/25_top_tips_to_better_communication)

Clock Face (Analog)



[https://www.coventry.gov.uk/downloads/file/36270/clock\\_face\\_-\\_analog](https://www.coventry.gov.uk/downloads/file/36270/clock_face_-_analog)

Clock Face (Digital)

[https://www.coventry.gov.uk/downloads/file/36271/clock\\_face\\_-\\_digital](https://www.coventry.gov.uk/downloads/file/36271/clock_face_-_digital)

Cue Cards in Community Languages Cover Sheet

<https://www.easternhealth.org.au/site/item/152-cue-cards-in-community-languages>

Days of the Week & weekly planner

[https://www.coventry.gov.uk/downloads/file/36272/days\\_of\\_the\\_week\\_and\\_weekly\\_planner](https://www.coventry.gov.uk/downloads/file/36272/days_of_the_week_and_weekly_planner)

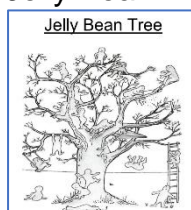
Solution Focused Approaches Helpful Questions

[https://www.coventry.gov.uk/downloads/file/36273/solution\\_focused\\_approaches\\_helpful\\_questions](https://www.coventry.gov.uk/downloads/file/36273/solution_focused_approaches_helpful_questions)

How am I feeling Scale & Emotional Cards

[https://www.coventry.gov.uk/downloads/file/36274/how\\_am\\_i\\_feeling\\_scale\\_and\\_emotional\\_cards](https://www.coventry.gov.uk/downloads/file/36274/how_am_i_feeling_scale_and_emotional_cards)

Jelly Bean Tree



[https://www.coventry.gov.uk/downloads/file/36467/jelly\\_bean\\_tree](https://www.coventry.gov.uk/downloads/file/36467/jelly_bean_tree)

Key Ring – Swatch Images

[https://www.coventry.gov.uk/downloads/file/36479/key\\_ring\\_%E2%80%93\\_swatch\\_images](https://www.coventry.gov.uk/downloads/file/36479/key_ring_%E2%80%93_swatch_images)

Months of the Year

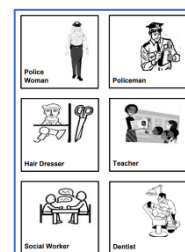
[https://www.coventry.gov.uk/downloads/file/36480/months\\_of\\_the\\_year](https://www.coventry.gov.uk/downloads/file/36480/months_of_the_year)

Preferred Font Sizes

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Professionals Cards

[https://www.coventry.gov.uk/downloads/file/36481/professionals\\_cards](https://www.coventry.gov.uk/downloads/file/36481/professionals_cards)



Scaling Card – I Can Do

[https://www.coventry.gov.uk/downloads/file/36482/scaling\\_card\\_%E2%80%93\\_i\\_can\\_do](https://www.coventry.gov.uk/downloads/file/36482/scaling_card_%E2%80%93_i_can_do)

Communication Difficulties Following a Stroke

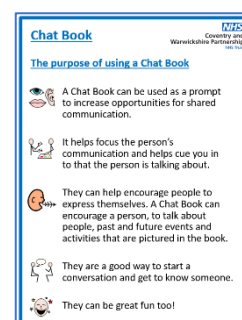
[https://www.coventry.gov.uk/downloads/file/36483/communication\\_difficulties\\_following\\_a\\_stroke](https://www.coventry.gov.uk/downloads/file/36483/communication_difficulties_following_a_stroke)

Chat book - increasing opportunities for shared communication

[https://www.coventry.gov.uk/downloads/file/35268/my\\_chat\\_book](https://www.coventry.gov.uk/downloads/file/35268/my_chat_book)

Mental Capacity Assessments – Guide for professionals - do you know how to support adults with communication difficulties?

<https://www.coventry.gov.uk/downloads/file/39667/guide-to-mca-assessments-and-supporting-individuals-with-communication-difficulties>



Pictures to help with undertaking financial capacity assessments

<https://www.coventry.gov.uk/downloads/file/37722/pictures-to-help-when-undertaking-financial-capacity-assessments>

Picture Communication – Showering Routine

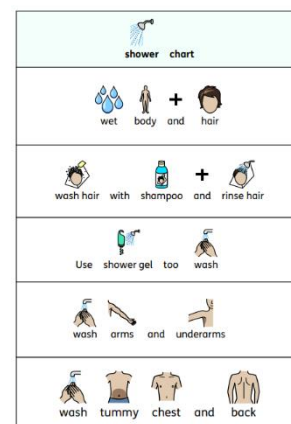
<https://www.coventry.gov.uk/downloads/file/37723/picture-communication-showering-routine>

Picture Communications – Emotions

<https://www.coventry.gov.uk/downloads/file/37724/picture-communication-emotions>

Picture Communication – What would you do if you are in pain?

<https://www.coventry.gov.uk/downloads/file/37725/picture-communication-what-would-you-do-if-you-are-in-pain->



Picture Communication – Wash your hands

<https://www.coventry.gov.uk/downloads/file/37727/picture-communication-wash-your-hands>

Picture Communications – Where would you like to live, own home or housing with care?

<https://www.coventry.gov.uk/downloads/file/37726/picture-communication-where-would-you-like-to-live-own-home-or-housing-with-care->

SCIE Webinar - Practicable steps for people with communication difficulties during a mental capacity assessment

<https://www.scie.org.uk/mca/directory/forum/nmc-webinars/practicable-steps>

## 2.2.2 Diagnosis of health conditions and accessing health services

A Picture of Health

<http://www.apictureofhealth.southwest.nhs.uk/easy-read-tools/photosymbols/>

Easy read guides to health conditions

<https://www.learningdisabilities.org.uk/learning-disabilities/our-work/health-well-being/easy-read>

Easy Read Advice for going into hospital / Accessing health services

<https://www.northdevonhealth.nhs.uk/patient-information/patient-information/patient-information-leaflets/patient-information-leaflet-categories/easy-read-learning-disability/>

## 2.2.3 Loss, bereavement and end of life

Adult attitude to grief scale

[http://wels.open.ac.uk/sites/wels.open.ac.uk/files/files/17-10-17\\_AdultAttitudetoGriefscale.pdf](http://wels.open.ac.uk/sites/wels.open.ac.uk/files/files/17-10-17_AdultAttitudetoGriefscale.pdf)

Advance decisions (directive) and statement

<https://www.bereavementadvice.org/topics/planning-ahead/download-a-sample-advance-decisions-and-statement-documents/>

What to do when someone dies – Practical guide for professionals

[https://images.ctfassets.net/u9jphhpr3y8/2sLHVX5tK3gV3r5bp3Cle2/86bc7f277e7bba1fde23363a52facfe2/what\\_to\\_do\\_first\\_when\\_someone\\_dies\\_-\\_a\\_practical\\_guide.pdf](https://images.ctfassets.net/u9jphhpr3y8/2sLHVX5tK3gV3r5bp3Cle2/86bc7f277e7bba1fde23363a52facfe2/what_to_do_first_when_someone_dies_-_a_practical_guide.pdf)

## 2.2.4 Rehabilitation, reablement and promoting independence

Promoting independence for people with learning disabilities

<https://www.scie.org.uk/prevention/people/learning-disabilities>

## 2.2.5 Safeguarding

Domestic abuse and coercive control – direct practice tools

<https://coercivecontrol.ripfa.org.uk/tools/>

Making Safeguarding Personal – Toolkit for frontline staff, supervisors and managers

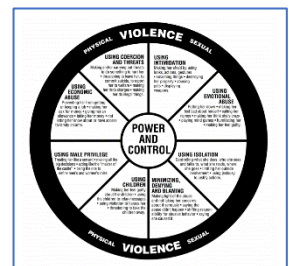
<https://coventrycc.sharepoint.com/Info/Pages/Making-Safeguarding-Personal---Toolkit-and-tools-for-frontline-staff,-supervisors-and-managers.aspx>

Making Safeguarding Personal audio-visual resources

<https://www.local.gov.uk/topics/social-care-health-and-integration/adult-social-care/making-safeguarding-personal-audio-visual-resources>

Power & Control Wheel – Domestic Abuse

<https://www.theduluthmodel.org/wheels/>



The Doughnut

[https://www.coventry.gov.uk/downloads/file/36499/the\\_doughnut\\_msp\\_toolkit](https://www.coventry.gov.uk/downloads/file/36499/the_doughnut_msp_toolkit)

Happy/Safe Grid

[https://www.coventry.gov.uk/downloads/file/36500/happysafe\\_grid\\_msp\\_toolkit](https://www.coventry.gov.uk/downloads/file/36500/happysafe_grid_msp_toolkit)

CSAB One Minute guides

[https://www.coventry.gov.uk/downloads/download/5566/safeguarding\\_adults\\_-\\_one\\_minute\\_guides](https://www.coventry.gov.uk/downloads/download/5566/safeguarding_adults_-_one_minute_guides)

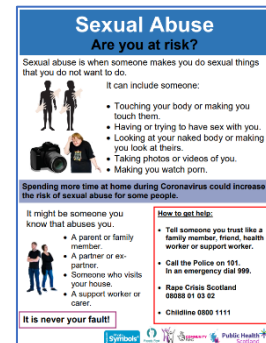
## 2.2.6 Sex, sexuality and relationships

Useful resources on LGBT identities, gender, sexuality, sexual health and relationships

<http://www.lgbthealth.org.uk/wp-content/uploads/2015/09/LGBT-LD-resource-list-handout-24092015.pdf>

Sexual health easy read leaflets

<https://sexualhealthdg.co.uk/easy-read-leaflets.php>



## 2.2.7 Using equipment and adaptations to the home

Information regarding Disabled Facilities Grants

<https://www.gov.uk/disabled-facilities-grants>

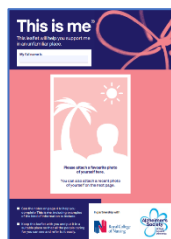
<https://www.ageuk.org.uk/information-advice/care/housing-options/adapting-home/disabled-facilities-grants/>

<https://www.scope.org.uk/advice-and-support/disabled-facilities-grant-home-adaptations/>

Household gadgets and equipment to make life easier

<https://www.nhs.uk/conditions/social-care-and-support-guide/care-services-equipment-and-care-homes/household-gadgets-and-equipment-to-make-life-easier/>

## 2.2.8 Person centeredness and focusing on strengths



This is a me – a support tool to enable person centred care

<https://www.alzheimers.org.uk/get-support/publications-factsheets/this-is-me>

Arnstein Ladder of Participation

[https://www.coventry.gov.uk/downloads/file/36484/arnstein\\_ladder\\_of\\_participation](https://www.coventry.gov.uk/downloads/file/36484/arnstein_ladder_of_participation)

Changing the Channel (P35 & Worksheet 105)

<https://learning.nspcc.org.uk/research-resources/2015/solution-focused-practice-toolkit>

Decision Making Agreement

[https://www.coventry.gov.uk/downloads/file/36511/decision\\_making\\_agreement](https://www.coventry.gov.uk/downloads/file/36511/decision_making_agreement)

Decision Making Profile

<https://www.ndti.org.uk/resources/publication/decision-making-profile>



Four Plus One

[https://www.coventry.gov.uk/downloads/file/36512/four\\_plus\\_one](https://www.coventry.gov.uk/downloads/file/36512/four_plus_one)

Good Day Bad Day

[https://www.coventry.gov.uk/downloads/file/36513/good\\_day\\_bad\\_day](https://www.coventry.gov.uk/downloads/file/36513/good_day_bad_day)

Important to Me For Me

[https://www.coventry.gov.uk/downloads/file/36514/important\\_to\\_me-for\\_me](https://www.coventry.gov.uk/downloads/file/36514/important_to_me-for_me)

One Page Profile

[https://www.coventry.gov.uk/downloads/file/36218/one\\_page\\_profile](https://www.coventry.gov.uk/downloads/file/36218/one_page_profile)

Perfect Week

[https://www.coventry.gov.uk/downloads/file/36515/perfect\\_week](https://www.coventry.gov.uk/downloads/file/36515/perfect_week)

Presence to Contribution

[https://www.coventry.gov.uk/downloads/file/36516/presence\\_to\\_contribution](https://www.coventry.gov.uk/downloads/file/36516/presence_to_contribution)

Solution focused practice toolkit

<https://learning.nspcc.org.uk/research-resources/2015/solution-focused-practice-toolkit>

Feelings About My Future (Pages 407 & 408)

<https://proceduresonline.com/trixcms/media/4291/directworkresourcepack-tower-hamlets.pdf>



My Best Hopes – Thought Bubbles (P37 & Worksheet 97)

<https://learning.nspcc.org.uk/research-resources/2015/solution-focused-practice-toolkit>

Person Centred Thinking Tools

<http://helensandersonassociates.co.uk/person-centred-practice/person-centred-thinking-tools/>

Who is Important to Me (P67 & Worksheet 111)

<https://learning.nspcc.org.uk/research-resources/2015/solution-focused-practice-toolkit>

What's Working/Not working?

[https://www.coventry.gov.uk/downloads/file/36223/whats\\_workingnot\\_working](https://www.coventry.gov.uk/downloads/file/36223/whats_workingnot_working)

Perfect Day

[https://www.coventry.gov.uk/downloads/file/36517/perfect\\_day](https://www.coventry.gov.uk/downloads/file/36517/perfect_day)

Ten Important Things

[https://www.coventry.gov.uk/downloads/file/36485/ten\\_important\\_things](https://www.coventry.gov.uk/downloads/file/36485/ten_important_things)

Top ten traits of emotional resilient people

[https://www.coventry.gov.uk/downloads/file/36486/top\\_ten\\_traits](https://www.coventry.gov.uk/downloads/file/36486/top_ten_traits)

Top Tips for Managing Difficult Individuals

[https://www.coventry.gov.uk/downloads/file/36487/top\\_tips\\_for\\_managing\\_difficult\\_individuals](https://www.coventry.gov.uk/downloads/file/36487/top_tips_for_managing_difficult_individuals)

## 2.2.9 Personal Budgets and Direct Payments

An easy read guide to Direct Payments

<https://www.nidirect.gov.uk/publications/easy-read-guide-direct-payments>

Personal Budgets – easy read

[https://www.peoplefirstinfo.org.uk/media/kq4bsnlb/rbkc-personal\\_budgets\\_leaflet-jan2018.pdf](https://www.peoplefirstinfo.org.uk/media/kq4bsnlb/rbkc-personal_budgets_leaflet-jan2018.pdf)



## 2.2.10 Social Workers and their role

The role of the social worker and people with learning disabilities (easy read) BASW

<https://www.basw.co.uk/resources/role-social-worker-and-people-learning-disabilities-easy-read>

## 2.2.11 Occupational Therapists and their role

Easy read guide to different professions including Occupational Therapists (OT)

<https://www.candi.nhs.uk/service-users-and-carers/easy-read-leaflets/easy-read-islington>

What is Occupational Therapy?

<https://www.rcot.co.uk/about-occupational-therapy/what-is-occupational-therapy>

## 2.2.12 Human Rights and social justice

Easy read leaflets related to the Mental Health Act (Home page)

<https://www.nhs.uk/mental-health/social-care-and-your-rights/mental-health-and-the-law/mental-health-act-easy-read/>

Easy read leaflets related to the Mental Health Act (direct links):

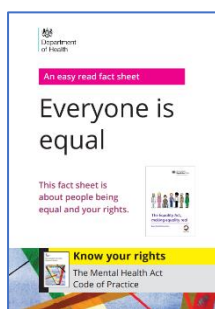
<https://assets.nhs.uk/prod/documents/MH-CoP-Being-detained.pdf>

<https://assets.nhs.uk/prod/documents/MH-CoP-Community-Treatment-Orders.pdf>

<https://assets.nhs.uk/prod/documents/MH-CoP-Decisions-for-you.pdf>

<https://assets.nhs.uk/prod/documents/MH-CoP-Equal-Treatment.pdf>

<https://assets.nhs.uk/prod/documents/MH-CoP-Guardianship.pdf>



<https://assets.nhs.uk/prod/documents/MH-CoP-IMHA.pdf>

<https://assets.nhs.uk/prod/documents/MH-CoP-Information-you-must-be-given.pdf>

<https://assets.nhs.uk/prod/documents/MH-CoP-Leaving-the-ward.pdf>

<https://assets.nhs.uk/prod/documents/MH-CoP-Questions-for-family-to-ask.pdf>

<https://assets.nhs.uk/prod/documents/MH-CoP-Questions-for-you-to-ask.pdf>

<https://assets.nhs.uk/prod/documents/MH-CoP-Sharing-info-with-professionals.pdf>

<https://assets.nhs.uk/prod/documents/MH-CoP-Sharing-my-Info-with-family.pdf>

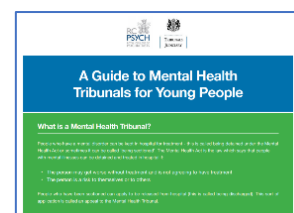
<https://assets.nhs.uk/prod/documents/MH-CoP-Visiting.pdf>

<https://assets.nhs.uk/prod/documents/MH-CoP-Your-decisions-and-wishes.pdf>

<https://assets.nhs.uk/prod/documents/MH-CoP-Your-treatment-and-Plan.pdf>

Guide for young people about Mental Health Tribunals

[https://www.rcpsych.ac.uk/docs/default-source/members/faculties/child-and-adolescent-psychiatry/cap-camhs-guide-to-mental-health-tribunals-feb-2016.pdf?sfvrsn=cf42b347\\_2](https://www.rcpsych.ac.uk/docs/default-source/members/faculties/child-and-adolescent-psychiatry/cap-camhs-guide-to-mental-health-tribunals-feb-2016.pdf?sfvrsn=cf42b347_2)



Mental Health Rights in various languages

[http://www.mentalhealthlaw.co.uk/Foreign-language\\_information\\_leaflets](http://www.mentalhealthlaw.co.uk/Foreign-language_information_leaflets)

The Advocates Gateway Tool Kit

<https://www.theadvocatesgateway.org/toolkits-1-1-1>

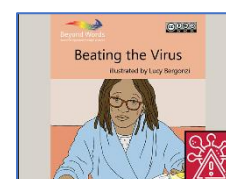
## 2.2.13 Coronavirus (COVID-19) specific resources

Resources to use with people with learning disabilities through the Corona virus restrictions

<https://www.bild.org.uk/wp-content/uploads/2020/03/LD-Senate-Coronavirus-resources-for-use-with-people-with-learning-disabilities-30.3.2020.pdf>

Coping with Coronavirus-Wordless Stories (Beyond Words)

<https://booksbeyondwords.co.uk/coping-with-coronavirus>



COVID-19 Information for direct payment holders and personal assistants – easy read

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/902818/200720\\_easyread\\_direct\\_payments.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/902818/200720_easyread_direct_payments.pdf)

### 3. Direct Work Physical Resources

The following items have been identified as being useful to have in a physical toolkit to support direct work with adults.

Images of these resources are also available on:

[https://www.coventry.gov.uk/downloads/file/35267/3\\_direct\\_work\\_physical\\_resources\\_-\\_direct\\_work\\_resource\\_pack](https://www.coventry.gov.uk/downloads/file/35267/3_direct_work_physical_resources_-_direct_work_resource_pack)

**Feelings Dice** - These are good to pose questions around feelings, understandings, questions, allowing people to opt out of verbal answers, easily recognisable and understood within learning disability work and older age.



**Home Book** - This book is useful to stage questions around home, placements, wishes and feelings within assessments and Mental Capacity Assessments. Light and slim to carry around and be portable. The concept of it can be easily reproduced to show reflection of the person's current or future living environments.



**Emotions Eggs** - Useful in emotions and reaction work, wishes and feelings, sharing lived experiences, reflection and asking opinions.



**Fidget Toy** - Great fidget toy but also good for people who struggle with concentration and direct engagement



**People figures** - These are great when talking about self, others, families and planning work and group/MDT involvement



**Puppet** - Used in social story work, role play and conversations, turn taking and supporting expression of lived experiences.



**Communication cards** - Used to support with communication, prompting, choice within Mental Capacity Assessments reviews and assessments



**Story Rocks** - Used with emotions, wishes and feelings, creating story space and understanding self-work. Can be made by yourself using permanent pens and stones which you could collect on a walk with your service user. Great for ice breaking sessions or no verbal conversations.





**Thermal transfer printers** - This is a quick and easy way of blue tooting over a photo to give during a home visit. After completing a direct work session, or creating picture exchange cards as you go, or even leaving someone a copy of the assessment you have completed, these types of printers are portable, small and instant. They require till receipt rolls and no ink and produce high quality photos in black and white. The printer requires a downloadable app on to your phone so that you can access the photos you wish to print.



**Memory cards** - Age appropriate for use in adult services, helps create a shared activity space, ice breaking or allowing someone a chance to relax before an assessment process to build relationships.



**Story cubes** - Conversation aid, self-reflection, sharing news, gaining an insight into a persons' interests and topics of favourite conversations. Support conversation and turn taking and or guessing games.



**Magnets** - Good for fidget toy and can be used to name and talk about strengths and build things with.





### **Coloured items i.e., counters, magnets, coloured card, straws or sweets**



(smarties or Jelly Babies, be aware of allergies and diets) - can be used ice breaker game/ questions. Can add and adapt to be person and specific situation, need to be willing to talk about yourself too (appropriately).

- Red - something about yesterday or something like to do tomorrow
- Orange – something you are good at
- Yellow - something about where you live/ who you live with
- Blue - something you learnt about
- Brown - something you can't live without
- Green - something you watch/ listen to

### **Balls** (soft/foam, bouncy space ball - but won't break or hurt) - can be used in



various ways, play generally, to encourage playing together, joint attention/ co-operation, rolling to each other, or moving into person's line of sight, supporting person to focus on something (might not want to look at me/you but will engage with ball and where that is going).

### **Lego** - this is depending on whether the person is a Lego fan! Lots of adults like



Lego, playing with Lego, building choosing mini figures and having busy hands and also conversation starters around aspirations, who have you made? What do you enjoy?

### **Portable Whiteboard** – Useful if the person has a hearing impairment or finds it easier to draw what they wish to communicate. Having different coloured pens may help to get the messages across or differentiate between peoples writing.



### **Text to speech device** – Comes in various styles and designed to support those who have a visual impairment or difficulties reading text. The device 'reads out' the passage of text that it is passed over.



## **4. Pictures & Photographs to Inform Decision Making**

These are a range of pictures and photographs which can be used to support understanding and decision-making, various situations and scenario's and we will look to expand and develop these over time.

### **OT & Physio Equipment**

These are pictures of a variety of equipment available to support someone within their own home.

[https://www.coventry.gov.uk/downloads/file/35269/ot\\_equipment](https://www.coventry.gov.uk/downloads/file/35269/ot_equipment)

### **Mental Health Units in Coventry and Warwickshire**

These are a set of pictures of the different Mental Health Units in Coventry and Warwickshire.

[https://www.coventry.gov.uk/downloads/file/35274/mental\\_health\\_units\\_in\\_coventry\\_and\\_warwickshire](https://www.coventry.gov.uk/downloads/file/35274/mental_health_units_in_coventry_and_warwickshire)

### **Care Homes & Supported Living Accommodation in Coventry and Warwickshire**

These are a set of pictures of the different Care Homes and Supporting Living Accommodations in Coventry and Warwickshire.

[https://www.coventry.gov.uk/downloads/file/36222/4\\_care\\_homes\\_and\\_supported\\_living\\_accommodation\\_in\\_coventry\\_and\\_warwickshire](https://www.coventry.gov.uk/downloads/file/36222/4_care_homes_and_supported_living_accommodation_in_coventry_and_warwickshire)

## 5. Additional Resources and Support Tools

Adult Services guidance for practitioners when completing direct work with adults

Direct Work Resource pack (children and young people) – Tower Hamlets SW Academy

<https://proceduresonline.com/trixcms/media/4291/directworkresourcepack-tower-hamlets.pdf>

Easy read resources covering multiple topics – Association for Real Change

<https://arcengland.org.uk/project-resources/>

Learning disabilities and autistic adults' capabilities statements: new resources

<https://www.basw.co.uk/learning-disabilities-and-autistic-adults-capabilites-statements-new-resources>

Social Workers Toolbox for direct work with children and adults – Social Workers Toolbox.com (Edita Stiborova)

<http://www.socialworkerstoolbox.com/page/3/>

Using tools to enhance engagement in social services – Iriss

<https://www.iriss.org.uk/resources/irisson/using-tools-enhance-engagement-social-services>

Books Beyond Words - wordless picture stories covering topics including physical and mental health, lifestyle and relationships, abuse and trauma, grief and bereavement, employment, and criminal justice.

<https://booksbeyondwords.co.uk/>

If you want more information about this resource or would like to contribute any content, we will be updating the resource on a regular basis.

Please contact:

[Andrew.Errington@coventry.gov.uk](mailto:Andrew.Errington@coventry.gov.uk) or [Ayesha.Rahaman@coventry.gov.uk](mailto:Ayesha.Rahaman@coventry.gov.uk)