

BIAN - Service User Led Assessments

- 1) All interventions relating to assessment should be service user lead. They will:
 - a. Be appropriate to the individuals personal goals and level of motivation
 - b. Actively engage the service user in the process
 - c. Be conducted at a pace conducive to the staff/service user relationship and may be conducted over a number of sessions
 - d. Be conducted in an open, conversational way
 - e. Be conducted sensitively
 - f. Be conducted with respect for service user dignity. The service user will be informed:
 - f.i. Of the reason all information is sought
 - f.ii. That they are not obliged to disclose information if they do not wish to but will make them aware of any consequences that this might have on the services that can be provided
- 2) Written comments should be easily understood by all who may potentially read the document, including the service user. Wherever possible the service users own words will be recorded
- 3) Staff should support a more conversational assessment process
 - a. Through familiarity with the assessment form
 - b. By balancing responsiveness to the service users priority issues with a structured conversation guided by an assessment tool (see guidance document on assessment tools)
- 4) Staff should work with a service users ambivalence through fostering their motivation to change