



MANAGEMENT ANSWERS

ESTABLISH, SUSTAIN AND DISENGAGE FROM RELATIONSHIPS WITH CLIENTS

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ESTABLISH, SUSTAIN AND DISENGAGE FROM RELATIONSHIPS WITH CLIENTS

When establishing a relationship with a client and their families and friends it is important to give accurate, clear and complete information to them regarding the workers name, role and organisation that they work for, and that no doubts or ambiguities of such are left in their minds.

Both the client and the workers expectations regarding contacts between them (and others where appropriate) are fully explored and acknowledged as such with the client, their family and friends.

Immediate action should be taken where there is a risk of abuse, harm, neglect and failure to protect the well being of the client, even if that means actions that are without the clients consent.

The worker should ensure that the client and those who are significant to them are encouraged and enabled to express their feelings about the worker and their organisation, even if those feelings that are tinged with hostility, anger or disappointment.

The workers role directly with the client and also within the organisation should be explained and evaluated throughout the relationship with the client, their family and friends. Situations and responsibilities may cause strains in relationships and it is important that the client is aware of any potential constraints or complications within the role and organisational structure.

In order to have a successful dialogue and relationship with the client, their family and friends, the worker/client relationship should be underpinned with understanding of discussions that are confirmed in an appropriate manner taking into account of any needs and sensitivities.

Challenging behaviour should be dealt with sensitively whilst maintaining the workers role within their individual, organisational and legal responsibilities.

The Data Protection Act 1998 allows clients to access all personal data within 40 days of the request for information. The organisation has a policy for the requested information that is clear, in line with legislation and protects the client's confidentiality. Any client wishing to access personal information has a right to that information.

I acknowledge all clients as individuals and I value their identity. My behaviour with them is testimony to this.

It is important to have a reason for continuing contact with a client. This may be in a written form, i.e. Assessment, Care Plan or Contract, or a verbal agreement for contact that is agreed with the client.

The client may wish to communicate verbally, in writing, by phone or fax, email or in person. There should be an agreement about who else should be contacted and those people should be appropriate for the client need and the nature of the relationship.

An agreement between worker and client should be in place regarding the frequency and method of contact with the client. The level of contact and clients ability to agree may reflect various factors including the workers role, organisational policies, and procedures and any legal inputs such as

the 'At Risk Register', 'Mental Health Act' or 'Children Act'.

The worker should take into account the level of emotional support the client needs and it should be sufficient for the needs of the client

The client is supported and actively encouraged and enabled to express their perspectives, needs, wishes, values and feelings about the worker and their organisation, even if those feelings that are tinged with hostility, anger or disappointment.

The worker should always explain to the client the situation as they see it, clearly and honestly with their own values and feelings in a way that the client can comprehend.

The level and type of contact should be appropriate to the client needs and forms part of the contract (verbal or written) made with the client.

Any failure to meet the contact agreement by the worker should be accurately explained to the client with

It is important that the reasons for disengaging from relationship are clearly established with clients, their families and friends. It can be an anxious time for all.

Clients views on disengagement need to be fully examined, explored and acknowledged.

The outcomes of the work achieved are evaluated against the original plan for the need for contact. This should be summarised with the client and significant others and compared to analyse the results against the original agreed objectives.

Any lack of resources that may affect the continuing relationships are discussed with the client to ensure that there is a helpful understanding of the situation that will meet the concerns of the individual.

Where there is unmet needs, these should be identified and options given for how to meet those needs. This includes giving advice and support for the client to complain or appeal. The procedures for this are made available for the client, their family and friends.

Other agencies can help whilst disengaging relationships. Agencies such as their G.P., Citizens Advice, Advocacy Service, Department of Employment and Education, Accommodation Bureaus, self help groups and other voluntary groups depending on the need. Some adult Social or Health Care worker may also be involved.

When the worker has feelings regarding disengagement affect the process, an appropriate support worker should be involved without delay. There is also a danger of 'Transference' if a worker becomes too involved.