

*I cannot seem to get the family to understand what I am concerned about...*

Try the following:

- Seek support at an early opportunity from your manager or named safeguarding lead. Talk through the case and your concerns and agree whether there are any different techniques that could be used.
- Think of creative ways to discuss the issues you are concerned about.
- Produce individual cards with a concern written on each one. Ask the family to prioritise them. Leave them with the family to think about.
- Ask the family why they think you are visiting and use their response as a springboard to talk about issues.
- If you have been involved with the family for a long time and you feel that when you talk about issues you are no longer making an impact, try and visit with a colleague to produce a new way of talking about the same things.
- Be mindful of level of cognitive ability of the family and adjust your language accordingly (particularly relevant with families with significant learning disabilities).

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