

Clinicians
resource for...

The Living Well Toolkit

**Who is this
person and
what do they
need from me
today?**





Assume nothing



Discuss



Acknowledge expertise



Promote partnering



Tailor care

The *Living Well Toolkit* is a structural support aimed to enhance three core processes of care for people with longterm neurological conditions:

1. **Promote two-way communication**
2. **Harness person and whānau/family capability for living well**
3. **Ensure continuity of care across the lifespan.**

The *Living Well Toolkit* is owned by the person and can be used flexibly in their interactions with clinicians, in whichever way best suits their needs. We envisage the toolkit will act as a communication tool that will provide you with information to tailor your intervention and interaction to what the person needs and values. It is not intended that you write in the toolkit. The clinician's resource is layered (i.e. from simple to more detailed information as you click deeper). This resource aims to promote the philosophy of practice that underpin the client's toolkit.

ADAPT reflects the key features of quality health care delivery as identified by people living with neurological conditions, health professionals, family and whānau.

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Examples

The purpose of this is to highlight the key features in a conversation. We are not trying to prescribe what you should say during interactions, instead we are providing examples of short interactions where the therapist is using the key features already described. These examples are illustrations only; there will be many more ways you are able to integrate these principles into your conversations.

Professional: You are the expert in living with this condition. Can you tell me about how it affects you so I can get a better understanding of what works best for you?

Patient: *Well the hardest thing for me is dealing with my family.*

Professional: Can you tell me a little more about that?

Patient: *Well because I am out of hospital, and I look fine and normal, my parents think I should be able to go back to work and doing things before the accident.*

Professional: So you feel like your parents don't understand some of the things you are experiencing?

Patient: *Yeah*

Professional: What kind of things are you experiencing? What would you like your parents to understand?

Patient: *Well my brain feels foggy, and I am having trouble remembering things and I find it hard to organise myself.*

Professional: I am happy to work with you so your parents have a better understanding of what is going on for you. Let's talk about the best way to do that for you and your family.

Patient: *I agree with what you are suggesting but it just isn't right for me.*

Professional: Ok, can you tell me what doesn't feel right about it so I have a better understanding?

Patient: *Well I feel like all you want to do is focus on building my strength with all these exercises but what I am finding hard is my fatigue.*

Professional: Can you tell me more about your fatigue?

Patient: *I feel like my fatigue is what is holding me back. I really need to get it sorted I feel like I am not getting anything done.*

Professional: Ok, Let's talk about your fatigue, maybe we can find ways to manage it. We could also talk about what is more realistic and manageable for you while you are dealing with your fatigue.

Patient: *Ok that sounds good*

Professional: So you may have already tried some things that help your fatigue. Can you tell me if there is anything that you have tried that works for you?

Patient: *No, but I know it's worse for me after lunch and the only way I can get through is with a nap.*

Partner: *Things are just so hard at home with Simon, people think just because I'm a nurse I can deal with all of this, but this is new to me too.*

Professional: What concerns you the most right now?

Partner: *Well the biggest struggle is how much care he needs, it is just constant and I feel like I'm over whelmed. I can't leave him home alone, and I was due to return to work last week, it has been 12 weeks since his accident.*

Professional: Shall we look into options that may be support you and Simon, to make things more manageable at home?

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The best way to avoid making assumptions is by asking questions. The information received then allows you to get a better understanding of the person, their family and whānau to ensure that the care is provided is tailored and meaningful.

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This refers to the need for you to create a space or opportunity to share the information, to discuss and understand who and what is important to the person. Allow an opportunity for the person and his/her family to have a say and to state their preferences. This also supports the person with processing information while acknowledging the person, family and whānau's desire to have access to research, current information, education and peer support.

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Acknowledge expertise prompts you to recognise the person, family and whānau bring expert knowledge with their lived experience of the condition, as well as an understanding of who they are and what works for them. Identifying their strengths, skills and expertise can enhance your relationship with them.

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Promote partnering is to work with the person rather than for the person. The primary partnership is between you and the person receiving care. It may also include people such as family, whānau or other professionals who are working to provide the best outcomes for the person living with the condition. All members are unique and have a specific role, skills, and knowledge which are fundamental to the partnership.

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Tailor care recognises the need to provide meaningful care which meets the unique needs of the person, family and whānau while enhancing their skills and strengths. When you tailor communication, information, and resources engagement of the person is more likely. Timing and the person's readiness to receive this needs to be considered, re-evaluated and reassessed at regular intervals.

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