

# **Ten Important Things Social Workers and Social Workers in Training Should Bear in Mind when carrying out their Supportive Practice**

(In no particular order)

1. Have a sound grasp of agency role and be able to explain this to the Service User and Carer.
2. Be honest and open and provide appropriate information whilst not falsely raising expectations and maintaining confidentiality.
3. Be aware and have an understanding of the wide and varied types of loss and of the impact of this on the Service User's social and emotional wellbeing.
4. Have the ability to recognise a lack of knowledge and seek information from other sources whilst realising professional limitations.
5. Treat the Service User and Carer as an individual in their own right whatever their needs are and honouring commitments made.
6. Listen but don't judge.
7. Sensitively manage 'beginnings and endings' in supporting someone.
8. Have the ability to gain the trust and confidence of those you support and manage their individual needs.
9. Have a willingness to enlarge knowledge of different cultures/religions and an understanding of impairment.
10. Recognise that the Service User is their own expert by experience and be prepared to listen and learn.