

## Screener Questions

### Questions to be asked to ALL clients at Assessment stage

**ASK:** Everyone has preferred pronouns, mine are ....., what are yours?

**ASK:** Everyone has a preferred preference for sessions and the time of day for them.

- We offer face to face (*say where*), video (*include what options you can offer*) or phone calls – what would you like to try?
- What is your preferred time of day?

**ASK:** Do you have any preferences that might make it easier for you to access support?

Examples could include:

- any sensory needs,
- flexible length of the sessions, breaks,
- visual aids, session summaries, goals set,
- what to expect in sessions, structured agendas and expectations.

**ASK:** Everyone has a preferred form of communication, what is yours? Phone, text, email are the options.

### When setting up the First Session – for all clients

Call or messaging the client depending on consent details.

Arrange the time and date for the first session.

**ASK:** Would you like a text reminder in the morning or a different time or type of communication?

**SAY:** You will be sent an email with further details; this will also include ideas for making the sessions more comfortable for you. If you'd prefer, we could also send the information as a voice note.

It would be helpful if you could read or listen to this, so that we can tailor the support for you.

You can then let us know what you may need and ask any questions you may have.

### In the First Session: Introductions and getting to know the client (to ask where relevant)

When you explain how you work and the different support styles you could:

**SAY:** Our approach is flexible and can be adapted every session to align with how you are feeling on the day. *E.g. we may be structured and talk about goals, or more flexible if something has happened during the week that you'd like to discuss.*

**ASK:** Do you know how you learn best? *E.g. Do you like reading text or more visual diagrams, watching videos or drawing? Would you like to try different styles?*

## In the First Session: Getting to know the client and in ongoing sessions (to ask where relevant)

As part of the Careplan and setting goals:

**ASK:** What are your goals or what would you like to achieve? *E.g. stopping gambling or reducing, or other aims like exercising more, joining a club.*

To start to build the relationship you could:

**ASK:** What are your interests and hobbies?

As part of exploring self-care and building on the client's strengths you could:

**ASK:** What activities or distractions help if you ever become overwhelmed or feel out of control? *E.g. you could say what helps you and explore further techniques.*

## In the First Session and Ongoing Sessions (to ask where relevant)

If the client has been open about their neurodivergence, explore this and:

**ASK:** How do your..... traits show and how can I help you with things that are more challenging?

For face-to-face sessions: **Check** and **review** the environment – does anything need to be adjusted?

## Ongoing Reviews about client needs (and questions to ask where relevant)

To regularly check with all clients:

- ☒ Is the **communication** working for the client?
- ☒ The **pace** of the sessions – if appropriate ask the client, they may prefer a slower (e.g. are resistant, confused or contemplative) or faster (e.g. are receptive, motivated) pace.
- ☒ The **environment (especially sensory needs)** - do you need to make any adjustments.
- ☒ How they are at the start of the session - **ASK: is 50 minutes still ok or would you like a shorter session, do you need any breaks?**
- ☒ **Their understanding** and allow time for processing and to respond to questions.
- ☒ Do you need to make any **other adaptations?**

Use the client's preferred communication when sending **any goals agreed, important points, resources or handouts after** the session.

Give clients the option to feedback in different formats. *E.g. writing, voice notes, videos to cater to different communication styles.* **ASK: What has and hasn't been helpful?**