A model for communication; ASK- DO -SHARE -CHECK BACK & RECORD

Make sure that you have:

- Not made any assumptions
- A shared understanding of the action to be taken.

ASK

- Who else is working with the child and adult or family member/carer?
- Do they have concerns? Am I more or less worried?
- Who needs to know?
- Do I have or need consent to share information?
- Do I need advice?

Check back

RECORD

Make sure you have:

- Not made any assumptions
- Understood what you have been told

SHARE

Decide what you need to share and with whom

Have all relevant detail available

Be clear and concise using straight forward language and avoiding the use of jargon

Provide examples where possible to illustrate what you mean

Note whether information has been shared with or without consent and the rationale for doing so

Check back

Make sure that:

- Your information has been heard and clearly understood by the recipient
- You have a shared understanding of the issues/ priorities

DO

Check

back

Agree what action will be taken, by whom and the time scales

Consider escalating concerns if you disagree with the decision

Developed by Karen Rees and Ellen Footman, NHS Safeguarding Leads, in consultation with Worcestershire Health Safeguarding Forum 2014