**How to deal with declined support from your Service User**

Sometimes a service user may decide that they do not want support.

This can happen for a number of reasons, it may be that the individual is not feeling well, they may be anxious about you coming to support them. It may be they have over slept or it is too early in the morning.

Maybe they just can’t be bothered on the day and the service user will tell you that they don’t want you today.

Try and ask why they don’t want support, offer to “come in and have a chat” and ask if they need you to do anything for them, ask if they are feeling unwell and if so do they need help making a doctors appointment. Or you can suggest that you come in and “put the kettle on”.

All of these suggestions can assist the service user to “open up” and then maybe you can understand what is “wrong, reason for the decline” and then offer the service user an alternative to the scheduled support, eg: perhaps cleaning instead of swimming or preparing a meal.

We do not advise that you watch films, catch up on TV programmes or start gaming. If the service user is insistent on not wanting support, inform that you will pop back in 15 minutes to see how they are.

If after the second call the service user is still saying they don’t want support from you, you should call your senior ***immediately,*** (**This should be done within the first 5 minutes of the second decline**) and inform of the situation.

The senior will then find you another service user to support or an alternative role! Please remember that this may be in another service and you will need to make your own way there.

If you can’t get hold of your senior, please call head office on 01622 682535 and speak to any manager who will advise you what to do next. (**This should be done within the first 5 minutes of the second decline**)

It is always a good idea to come prepared to any support session, for example make sure that you know what you are going to support the person with eg: is it cooking today or is it swimming?

Being prepared gives confidence and can help your approach when you knock on the service users door.