Support and concerns mapping tool
For client and keyworker to identify priorities for care and support

Easy access to
record of previous
conversations

Promotes
problem solving

Focuses attention

**The benefits
of
mapping**

Clarifies
information
for client and
keyworker

Helps to explore
concerns in a
systematic way

Supports different
communication styles

Identifies main priorities
in a client's life
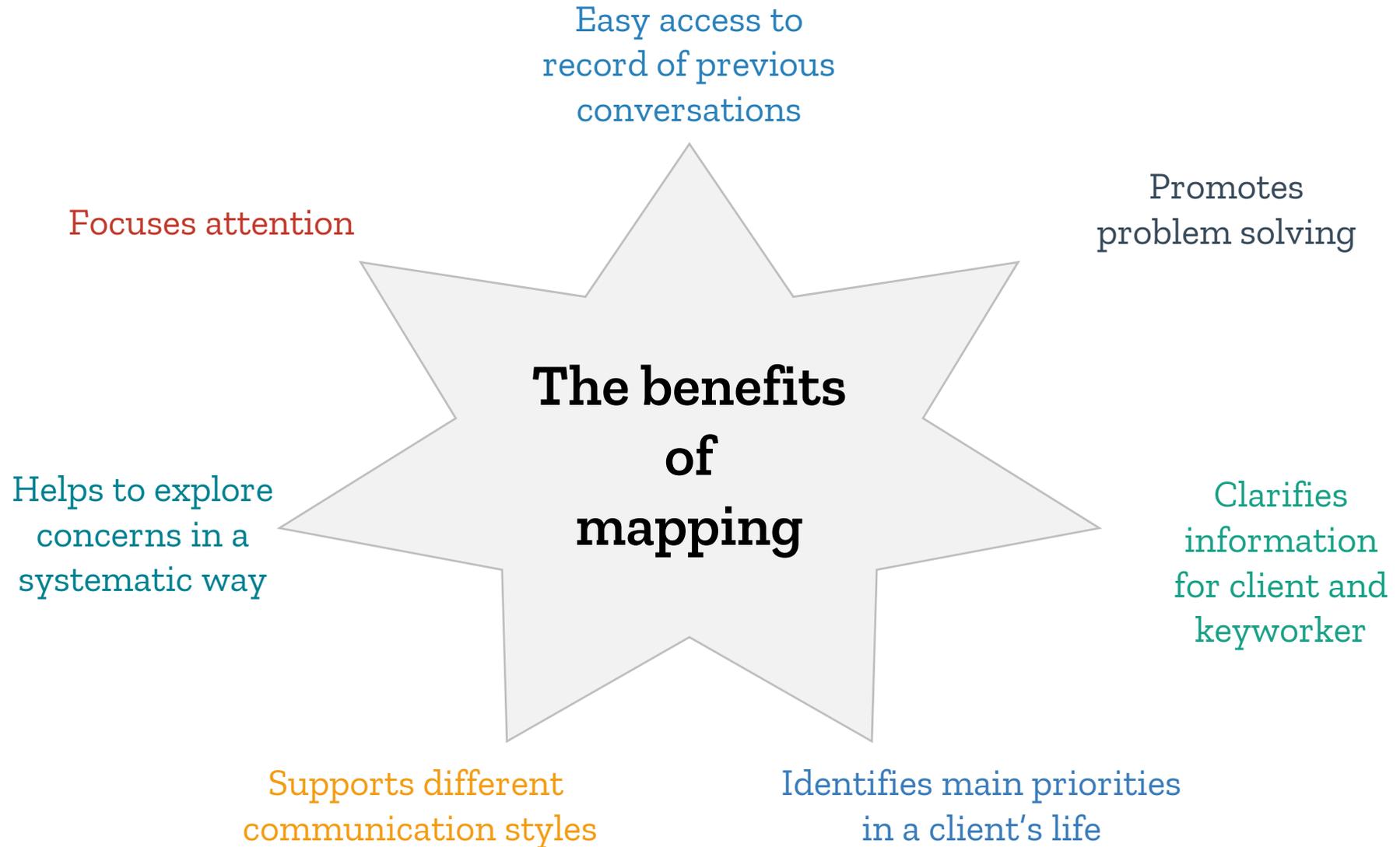
Support and concerns mapping tool 1
Identifying priorities

1. Place client's name in the centre of the map

2. With the client explore those aspects of their life they are most concerned about e.g. *physical health*, and *relationships* etc.

3. Using the colour key below, map those aspects of the clients life identified, in order of priority.

4. Consider those concerns they wish to explore further in the support and concerns mapping tool **2**.
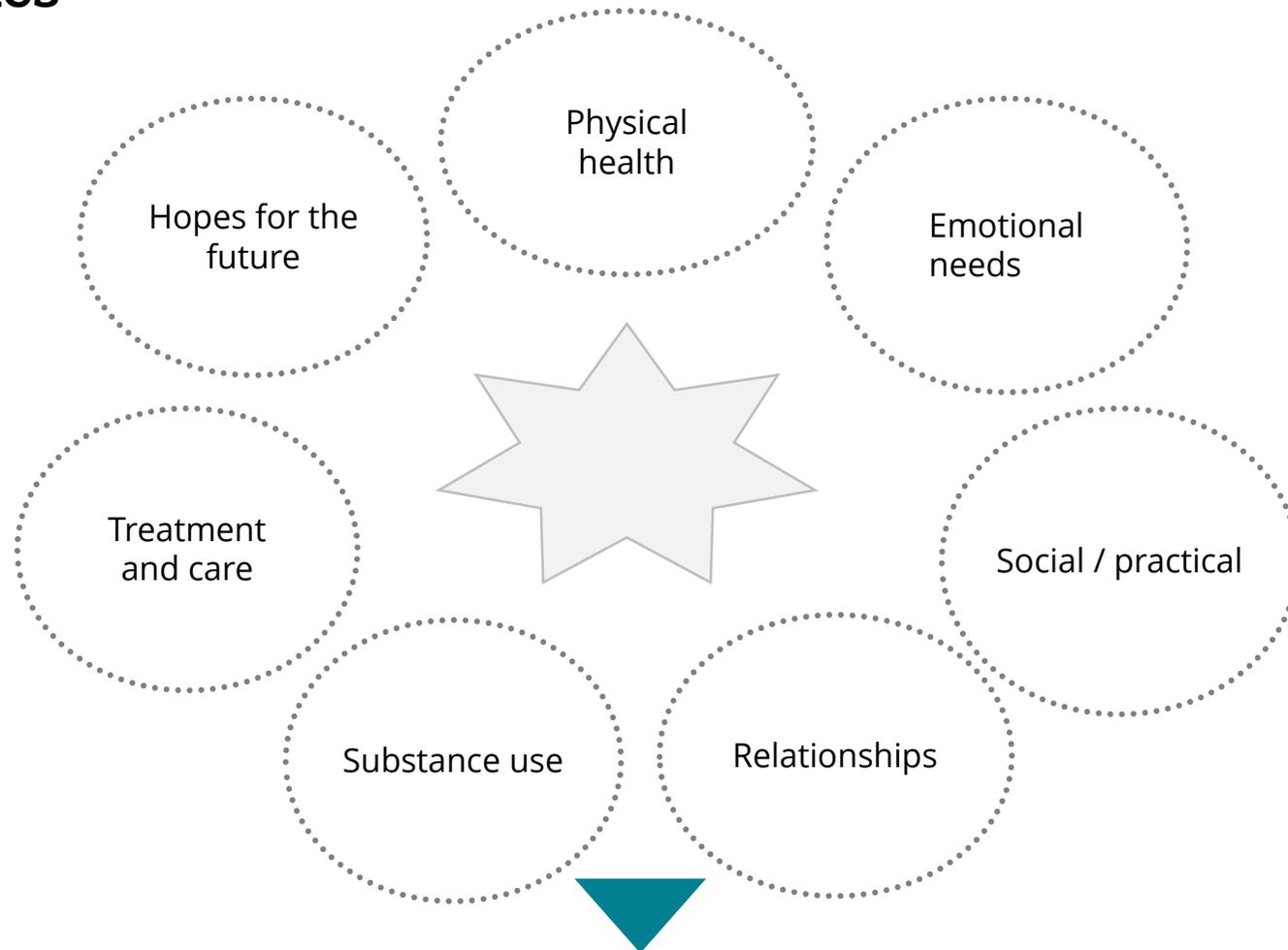
Key

High priority

Low priority

Difficult to talk about now

Physical health

Hopes for the future

Emotional needs

Treatment and care

Social / practical

Substance use

Relationships

Concerns I would like to explore further: e.g. Treatment and care.

Support and concerns mapping tool 2
Exploring an area of concern

1. Using this or any paper size you wish, place concern the client wishes to explore in the centre of the map – see example on following page

2. Use the outer circles to explore different aspects of the concern the client has. e.g. "Hospital staff are going to judge me".

3. Explore together how the client would like to proceed i.e. goals and aspirations they would like to consider that are realistic and achievable to them
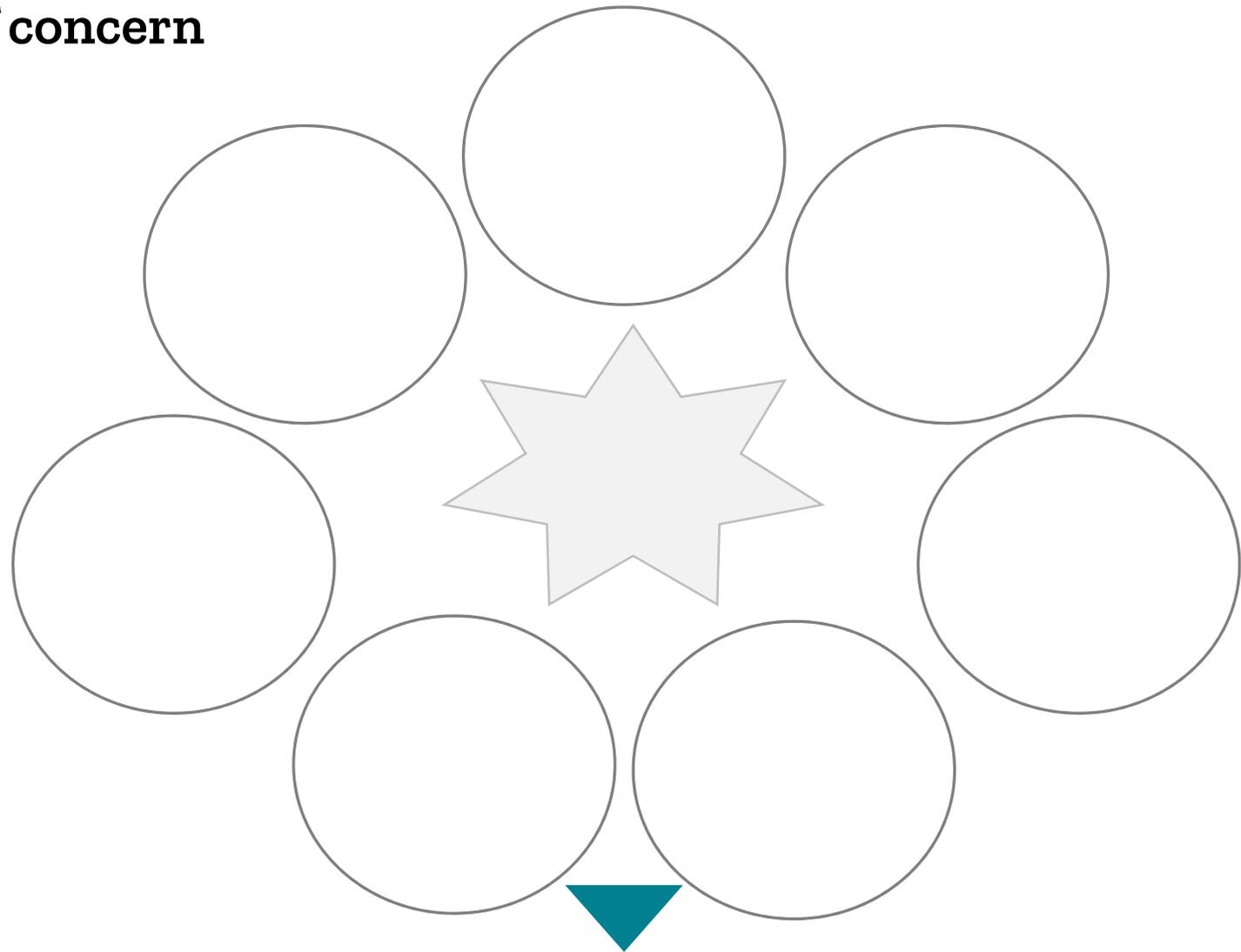
How I would like to proceed.

1.

2.

3.

Support and concerns mapping tool
Example

1. Place concern the client wishes to explore in the centre of the map e.g. treatment and care

2. Use the outer circles to explore different aspects of the concern the client has. e.g. "Hospital staff are going to judge me."

3. Explore together how the client would like to proceed i.e. goals and aspirations they would like to consider that are realistic and achievable to them

I don't want to go back to hospital

I'm worried what my test results will show

I didn't understand what the doctor was talking about

I'm not yellow yet but the doctor said I'm going to die

Treatment and care

I'm worried what will happen to my dog if I get sick

I can't remember when my appointments are

Hospital staff are going to judge me

How I would like to proceed.

1. I would like support to attend my appointments
2. I think an advocate could help me understand the doctors better
3. I would like to talk to my GP about what care I can get at home