**CUSTOMER ASSESSMENT**

The customers assessment focusses on the following:

* The nature of your illness/impairment and the impact it has on you and your wellbeing in your day to day life
* What you can help yourself with to maximise your independence
* What opportunities there are to prevent, reduce or delay the on set of your needs developing further
* What family, friends, community and support networks can do to assist you in meeting outcomes and enhance your wellbeing

The assessment questions have been designed to draw upon your strengths, capabilities and help you explore opportunities available to you in your community and support networks. Ultimately, it will look to detail what is important to you, what outcomes you want to achieve for yourself and how you can be supported to achieve these.

**You may like to consider the following prior to your assessment:**

How your illness/impairment significantly impacts your day to day life in the following areas:

1. Being able to access the food and drinks you want, when you want, prepare a meal, maintain a special diet, store food safely, help with eating and drinking etc.
2. Being able to maintain good personal hygiene e.g. your ability to wash and groom yourself, shower and bath safely, maintain good oral/mouth care and access clean clothes etc.
3. Being able to manage your toileting needs e.g. going to the toilet when you want to, getting on and off the toilet, cleaning yourself afterwards, continence problems etc.
4. Being able to be appropriately dressed e.g. can you dress/undress yourself, choose the clothes that you want to wear, do the clothes you wear help you keep in good health, for example are they clean and appropriate for the weather etc.
5. Being able to make use of your home safely, e.g. can you move around all areas of your home safely, including getting on and off a chair or bed, using and accessing your bathroom and kitchen facilities, are there any steps inside or outside of your home, or anything else that can prevent you from using your home safely etc.
6. Being able to maintain your home environment e.g. your ability to keep a clean, safe home that is in a good state of repair etc.
7. Being able to keep in touch with family and friends or make new relationships e.g. do you have regular contact, when you want to, with your friends and family etc.
8. Being able to work or take part in training, education or volunteering should you want to e.g. attend/access any relevant training programmes, get careers advice and support to secure a job/ voluntary placement etc.
9. Being able to use local community services/facilities or public transport e.g. your ability to, when you want to, visit the shops, parks, libraries, leisure centres, place of worship or the dentist, can you make use of buses, trains, tubes etc. to safely travel around independently etc.
10. Being able to carry out any parental responsibilities to a child e.g. ensuring a child attends school regularly, maintains a healthy and active lifestyle, is kept clean and safe etc.