**Scenario – actor (Catherine)**

You are 25 years old and mother to Vicky (6 years), Morgan (4 years) and new-born Bethany. You were sent in by the midwife as Bethany is jaundiced. You answered yes to each of the screening question. Your partner lost his job as a chef a few weeks ago and you’ve had to stop work (you did temping in offices but hadn’t been able to work much due to home schooling and offices being closed). Your washing machine broke a few days ago and you don’t have the money to get it fixed, you’re worried if the universal credit application doesn’t go through you’re not going to afford to heat the flat (you have an electric metre). The outside wall of the flat is black with mould but the landlord is refusing to do anything about it – he says it’s your fault as you don’t open the windows enough. You bought some stuff for the baby on store cards and the interest is building up.

Before the pandemic you were getting by ok, you were always a bit tight at the end of the month and needed to use the credit card from time to time and feel embarrassed about asking for help. You’re feeling exhausted and overwhelmed and struggle to take in the information given.

**Scenario Doctor**

You’re working in the ED and are clerking in new-born Bethany who has presented with jaundice. You have taken the history of presenting complaint and birth histories from her mother, Catherine. You are about to take social history. You ask to see the screening slip and note that all 3 questions have been answered ‘Yes’, indicating that Bethany’s family have had difficulties with money, housing and food in the last 12 months.

Your task is to take a social history and signpost her to organisations that might be able to help.

**A good example would show a doctor who:**

* Acknowledges the pressure Catherine is facing and demonstrates empathy.
* Allows Catherine to share her concerns without interruption.
* Signposts Catherine to relevant services via the 1-page leaflet
* Recognises that she is feeling overwhelmed and considers other support that might be available (e.g. health visitor, children’s centres, looks up other local organisation in directory/online, social prescribing)
* Summarises the information given and highlights them on the leaflet.

**A poor example would show a doctor who:**

* Fails to demonstrate empathy for Catherine’s situation.
* Cuts her off/interrupts her when she is sharing her concerns.
* Is vague about how Catherine can access support
* Fails to recognise that she is feeling overwhelmed, not understanding when she asks for information to be clarified/repeated
* Does not summarise – just gives leaflet.