### Ability to manage endings

#### Working with planned endings

- Where the ‘contact’ will be for a fixed length of time, an ability to work collaboratively with a person to manage endings and set in place any future support
- An ability to prepare a person for endings by explicitly referring to the limits of the intervention at the outset, and throughout therapy, as appropriate (e.g. in connection with discussions about loss)
- An ability to assess any risks that may arise during or after leaving the service
- An ability to help a person express feelings about endings, including any feelings of hostility and disappointment with the limitations of the intervention and of the therapist
- An ability to help a person make connections between their feelings about endings and other losses or separations
- An ability to help a person explore any feelings of anxiety about managing without the therapist
- An ability to help a person reflect on the process of the intervention as well as what they have learned and gained from it
- Where there is a planned transition to another service, an ability to prepare a person appropriately (e.g. by providing them with information about what the service offers and its style of working, or by arranging joint appointments with the new service)

#### Working with premature or unplanned endings

##### Knowledge

- An ability to draw on knowledge of national and local guidance on the assessment of risk relating to people ending contact with a service, including policies, procedures and standards in relation to:
  - risk assessment and management
  - consent, confidentiality and information sharing
- An ability to draw on knowledge of local procedures in response to ‘failure to attend’ appointments
- An ability to draw on knowledge of local services to which a person may be referred at the end of contact with local services

##### Working with unplanned endings

- Where possible, an ability to explore with a person why they wish to end contact with the service earlier than originally planned
- An ability to explore with a person whether their concerns about the intervention or service can be addressed
- An ability to assess any risk arising from leaving the service early
- An ability to contact relevant agencies regarding an leaving the service early
- An ability to review contact with a person verbally or through a discharge letter
- When working with families and carers, an ability to establish which family members or carers wish to end contact early (i.e. the extent to which this is a consensual decision, or is a view held by some, but not all, family members or carers)