



# Your Care

Thoughtful care, from our family to yours.

# Supporting a Loved One: A Guide for Families



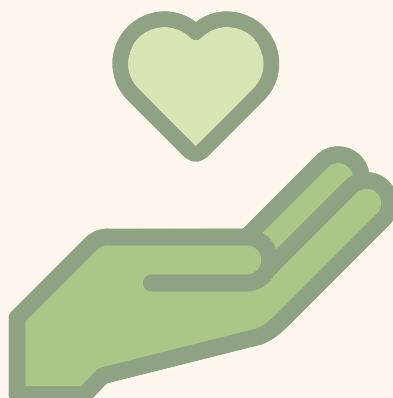
**Helping you feel confident, prepared and supported - every step of the way.**

Starting a conversation about care with a loved one can feel daunting, but it doesn't have to be. This guide is here to help you approach it with empathy, understanding, and confidence.

Whether you're noticing small changes or simply planning ahead, we're here to help you open the door to support in a way that feels calm, respectful and reassuring for everyone involved.

## What's Inside:

1. How to Start the Conversation – Gently & Respectfully
2. Wellbeing & Daily Life Checklist – What's Working Well?
3. Types of Support – What Care Can Look Like
4. Planning Ahead – What to Consider & Who Can Help
5. Emotional Support – For You and Your Loved One
6. Family Communication Tips – Staying on the Same Page
7. Helpful Resources – Local & National Support Services



# 1 - Starting the Conversation



Starting the conversation early, before a crisis, can give everyone more choice, more time, and more peace of mind. These tips can help make it feel more natural and respectful:

- **Pick the right moment** - choose a quiet, comfortable space where there are no distractions or time pressures. A relaxed setting can make a difficult conversation feel less daunting.
- **Start gently, with curiosity and care** - ask open-ended questions that show concern without sounding critical or pushy:
  - *"How have you been managing things at home lately?"*
  - *"Have you noticed any tasks getting more difficult than they used to be?"*
  - *"Would it be helpful to have a bit of extra support here and there?"*
- **Frame support as a way to stay independent** - let them know that this isn't about taking control away, it's about keeping them safe, well, and in charge of their own life for as long as possible.
  - *"A bit of help now and then could make it easier for you to keep doing the things you enjoy."*
- **Listen with patience and empathy** - everyone reacts differently to the idea of needing help. Some people may feel anxious, defensive, or even embarrassed. Give them time to express how they feel without rushing to offer solutions.
- **Take it step by step** - you don't have to sort everything out in one go. If they seem unsure, suggest revisiting the conversation another time. Even just opening the door to the idea can be a helpful first step.
- **Involve them in decisions** - make sure they feel part of any next steps. Whether it's talking to a GP, looking at services, or simply trying out one small change, aim to do it with them, not for them.



Use this simple tool to reflect on how your loved one is doing, physically, emotionally, and day to day. This isn't about ticking boxes, it's about gently noticing changes, and where a little extra support might make life easier.

## Key areas:

- Personal care routines
- Mobility & safety at home
- Managing meals, medication, shopping
- Social connection & emotional wellbeing
- Confidence in going out or staying active



We can help you review this together - no pressure, no obligation.

**Use the space below to jot down any prompts, questions, or concerns you'd like to raise when speaking with a healthcare professional. This can help ensure you cover everything important and leave the conversation feeling informed and reassured.**

[illegible]

### 3 - What Does Support Look Like?



Support at home can be:

- **Companionship Visits** – a friendly face to chat, walk with, or help around the house.
- **Living Well Visits** – flexible help with everyday tasks, light personal care, shopping, meals.
- **Personal Care** – dignified support with bathing, dressing and staying safe.
- **Family Support** – guidance, peace of mind, and trusted professionals who understand.

At Your Care, support can start small and grow naturally as needs change. Starting early helps build trust and comfort, making things easier in the future.

### 4 - Planning Ahead



It's helpful to think through:

- What kind of support would they feel comfortable with?
- Who will help coordinate care or finances, if needed?
- Are there any safety concerns in the home?
- Have you talked about legal documents like Power of Attorney?

You don't need to answer everything today - just starting the discussion is a big step forward.

**You might find it helpful to use the checklist on the previous page to note down anything you feel you may need to put in place - it can serve as a useful reminder going forward.**

## 5 - Emotional Support – For Everyone



Caring for someone you love brings up a range of emotions, from guilt and worry to love and pride.

**You're not alone**, and there's no "right way" to feel. We're here for you, not just your loved one.



Whether it's talking things through, pointing you to local support groups, or just offering a listening ear - we're with you every step of the way.

## 6 - Family Communication Tips



Care works best when everyone's in the loop.

- Have regular check-ins with siblings or relatives
- Be honest about what you're able to do
- Share updates, responsibilities and emotions
- It's OK to ask for help and take breaks



## Common Reactions & Reassuring Responses

*How to respond when care conversations feel tricky?*

It's completely natural for your loved one to feel unsure or emotional when the idea of care is brought up. Here are some common reactions and ways you might gently respond, with reassurance and respect.

### 1. "I'm fine - I don't need help!"

#### **Reassuring Response:**

"I know you're doing a fantastic job holding everything together. This is simply about offering a bit of support, should you ever want it. It's not about 'looking after' you, just a helping hand around the home that might make all the difference."

## 2. Feeling overwhelmed or upset

## Reassuring Response:

### 3. Fear of losing independence

## Reassuring Response:

#### 4. "I don't want strangers in my house."

## Reassuring Response:

## NOTES

[illegible]

## 7 - Helpful Resources



**Here are trusted organisations we often signpost to:**

- Age UK – [www.ageuk.org.uk](http://www.ageuk.org.uk)
- Alzheimer's Society – [www.alzheimers.org.uk](http://www.alzheimers.org.uk)
- Carers UK – [www.carersuk.org](http://www.carersuk.org)
- NHS Support Services – [www.nhs.uk](http://www.nhs.uk)
- Local Authorities – For needs assessments, financial advice, and local schemes

## Ready When You Are!



**You don't have to make big decisions all at once.  
If you'd like someone to talk things through with - without  
pressure - we're here.**

**Call us on 0117 9477422**

**Email: [admin@your-careuk.co.uk](mailto:admin@your-careuk.co.uk)**

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**Your Care**