

Top Tips for Practice

DO

- ✓ Come prepared, having read the notes
- ✓ Be honest, show empathy and listen carefully
- ✓ Be friendly and professional so I can trust and have confidence in you
- ✓ Explain what a carers assessment is (that it's about my needs, not an assessment of my caring ability)
- ✓ Prioritise the person I care for and make sure you listen to them
- ✓ Find out about the situation on a bad day - to understand fluctuating needs
- ✓ See me as an asset, part of a support network helping to support the person I care for
- ✓ Be knowledgeable of services and suggest options that might help
- ✓ Talk about what can be done, rather than what can't
- ✓ See beyond me as just a carer
- ✓ Give me a contact number and a name of a person I can get hold of
- ✓ Write a summary of what has happened so other people can prepare themselves before visiting

DON'T

- ✗ Appear to be, or be in a rush
- ✗ Use jargon or buzzwords (in writing or speaking)
- ✗ Make assumptions about what I like or can do
- ✗ Be afraid of saying "I'll get back to you as I don't know the answer"
- ✗ Make promises you can't keep
- ✗ 'Signpost' me endlessly with no result – help me use the information that you can give me.