Having the Care Conversation

A Family Guide to Discussing Home Care with Your Loved One

Visiting Angels®
QUALITY AT HOME CARE

Having the Care Conversation:

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This guide has been designed for family members who are reaching the time in life where conversations around care need to be had in order to protect the health and independence of their loved ones. You are not alone.

Talking to a loved one about home care can be an emotional and challenging experience. Many people associate receiving care with a loss of independence, which can make them hesitant or even resistant to accepting help. They may worry that home care will take away their ability to make decisions for themselves, change their daily routine, or signal that they are no longer capable of living on their own. These concerns are completely natural, and it's important to approach the conversation with empathy, patience, and understanding.

The key to a successful conversation is to make them feel heard and valued rather than pressured or forced into something they are not ready for. By taking a thoughtful and compassionate approach, you can help them see home care as a means of enhancing their independence rather than limiting it.

This guide is designed to provide practical advice on navigating this delicate conversation in a way that fosters trust and mutual understanding. We'll share tips on how to prepare for the discussion, choose the right time and place, and address your loved one's concerns with reassurance and positivity. Our goal is to help you create a dialogue that feels supportive rather than overwhelming, ultimately leading to a decision that prioritises their needs and happiness.

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1. Choose the Right Time and Place
Timing and setting can make all the difference in how the conversation unfolds. Select a quiet, comfortable environment where you and your loved one can talk without distractions. Avoid bringing up the topic during moments of stress or conflict. Instead, find a time when they are feeling relaxed and open to discussion. This will help set the tone for an empathetic, thoughtful, and productive conversation.

2. Approach with Empathy and Understanding
Put yourself in your loved one's shoes. Change can be difficult, especially when it involves accepting assistance with personal tasks. Approach the conversation with compassion and reassure them that your goal is to support their independence, not take it away. Use "I" statements rather than "you" statements to express your concern without making them feel defensive. For example, instead of saying, "You need help with housework," try, "I've noticed that keeping up with housework has become more difficult for you, and I want to make sure you have the support you need to stay comfortable and safe."

3. Listen with Patience and Respect
Give your loved one the opportunity to share their thoughts, fears, and concerns. Listen actively and acknowledge their feelings, even if they express resistance or hesitation. Many people fear losing control over their lives, so reassure them that they have control over their care decisions. Ask open-ended questions like, "How do you feel about having someone assist you with certain tasks?" or "What worries you the most about home care?" This will encourage an open dialogue and help you understand their perspective.

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4. Highlight the Benefits of Home Care
Rather than focusing on limitations, emphasise how home care can enhance their quality of life. Explain that professional caregivers are there to provide companionship, assistance with daily tasks, and support that allows them to maintain their independence at home. Home care is not about losing freedom—it's about gaining the support needed to continue living comfortably and safely in familiar surroundings.

5. Involve Them in the Decision-Making Process
People are more likely to accept help when they feel they have control over their choices. Involve your loved one in researching home care options, meeting potential caregivers, and discussing care plans. Ask for their input and preferences to ensure they feel heard and respected. If they are hesitant, suggest starting with a small amount of care, such as a few hours a week, to help them ease into the transition.

6. Be Patient and Allow for Multiple Conversations
It's important to recognise that this is not a one-time discussion. Your loved one may need time to process the idea and may initially reject it. If they are resistant, do not push them or force a decision. Instead, revisit the conversation gradually, addressing concerns and answering any questions they may have. Providing gentle reassurance over time can help them become more open to the idea.

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7. Address Privacy and Independence Concerns
Many people worry about losing privacy or feeling like a burden on their family. Acknowledge these concerns and offer reassurance that home care is meant to preserve their dignity, not take it away. Explain that caregivers are trained professionals who respect their clients' boundaries and will tailor their assistance based on their comfort level. Emphasise that receiving help can actually allow them to maintain their independence for longer.

8. Seek Support from Professionals if Needed
If your loved one is especially resistant or if emotions run high, consider involving a trusted professional, such as their doctor, a social worker, or pharmacist. Sometimes hearing advice from an impartial third party can help ease their concerns and reinforce the importance of receiving assistance.

9. Reassure Them That They Are Not Alone
Change can be intimidating, but remind your loved one that they are not facing this transition alone. Let them know that you and other family members are there to support them every step of the way. Share stories of others who have benefited from home care, and emphasise that accepting help is a sign of strength, not weakness.

The next steps

Having the care conversation with a loved one is never easy, but approaching it with empathy, patience, and understanding can make all the difference. By choosing the right moment, listening actively, and addressing concerns with compassion, you can help your loved one feel supported and empowered in making the best decision for their well-being. Remember, this journey is about ensuring they receive the care they need while maintaining their independence and dignity in the place they call home.

1

Step 1: Initial Conversation

We begin by listening. Whether you prefer a phone chat or an in-person meeting, our goal is to understand your unique circumstances and care needs.

2

Step 2: Personalised Care Plan

After spending time with you and your loved one, our care team will assess your needs, develop a tailored care plan, and shortlist suitable caregivers.

3

Step 3: Choose your Caregiver

We'll recommend a carefully matched caregiver, but the final choice is yours. You'll select the Visiting Angel who will provide care in your home—because choosing the right person is a big decision.

Ready to take the next step? Contact us today.

About Visiting Angels

Visiting Angels has been providing care across the world for 20 years. Our business has been built on recruiting, training and supporting the very best caregivers and enabling them to deliver premium quality homecare.

We know that our caregivers are brilliant, loving, professional people doing amazing work. Too often homecare workers are under appreciated but at Visiting Angels we put carers at the centre of our business to make sure they can deliver a truly person-centred service to your family.

Over the years Visiting Angels has introduced many innovations. With our Choose your Caregiver initiative we were one of the first home care providers to allow you to choose a caregiver who suits you.

Our Caregiver Rewards programme is another piece of best practice which helps to ensure that once you have built a bond with the carer they should stay with you for the long term.

We have always embraced accountability and been early adopters for compliance legislation in the home care sector.

At Visiting Angels we believe that when we look after the caregivers, they are better able to look after your family. Our current position as one of the UK's first carer-centric businesses underlines this.

Our Story So Far

OUR MISSION

To lead the UK care sector as an Employer of Choice by 2030, creating an environment where our carers can care more, clients can live better and families can feel assured.

To redefine the role of carers in society and by so doing deliver a new standard of person centred care.

Thousands of families have already chosen Visiting Angels and benefitted from:

- Highest standards of care and support giving independence
- Reliable regular visits from the same carer(s) that they chose
- Friendly support from a family of genuinely caring people
- Carers backed by a business that really cares about them
- A service which is quick to react and adaptable to change

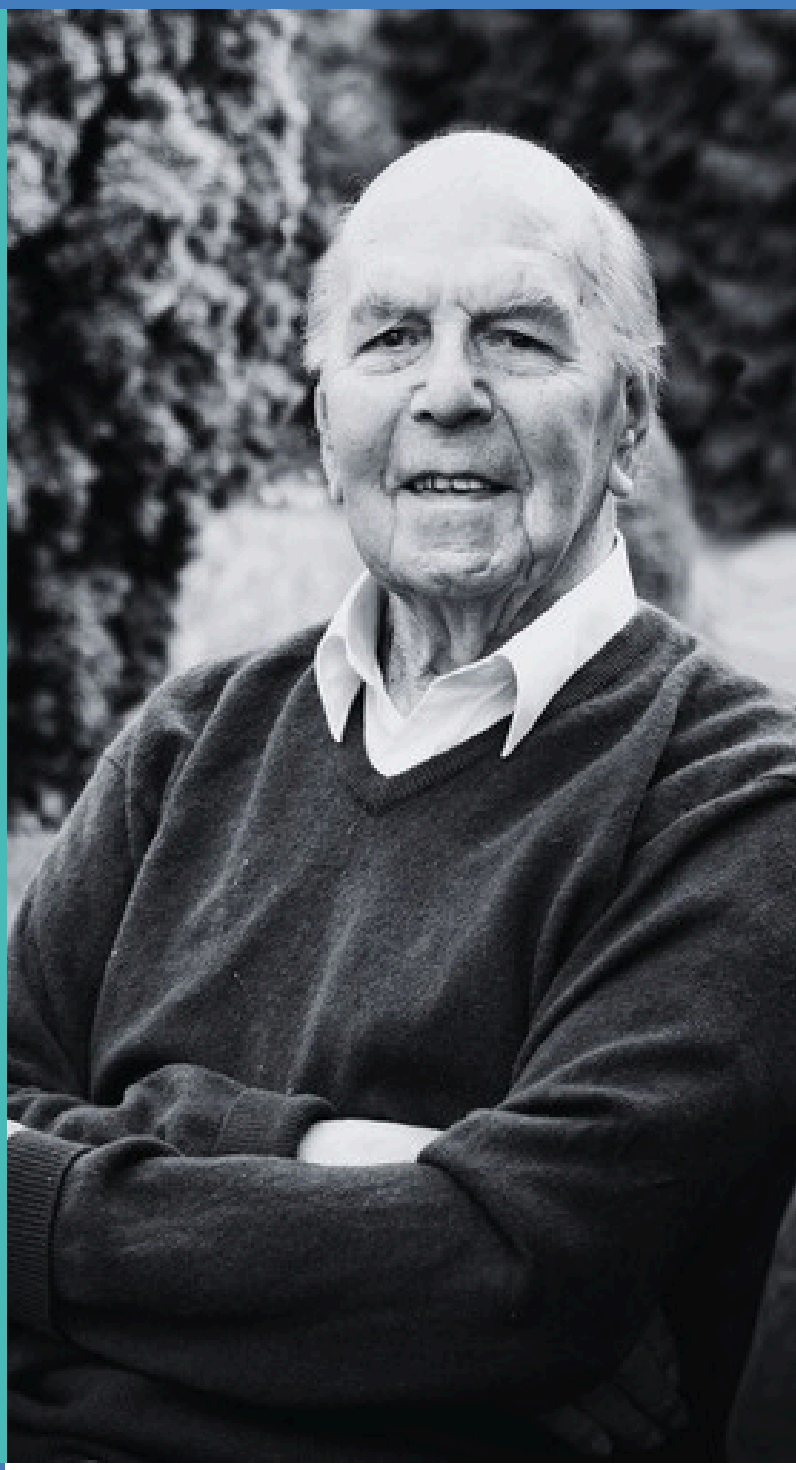
‘Thank you so much for all your help with my mother. You and your staff have been wonderful and it was comforting to know that she was in loving hands. The time, patience and attention you and your Angels offered was invaluable and we literally could not have done this without you.”

Lily K

Visiting Angels

We make the process to start receiving care at home as easy as possible. Our experience in home care services tells us that families will often cope for months or even years before reaching out for a little assistance. When you do need us it's OK, we can help.
We understand that your family's situation is specific to you and the home care services that you need for your loved ones will need to be bespoke.

It all starts with a chat so call us today to arrange you free in home consultation. We are experts in the home help field, so you need not worry that you will be in the best care when you choose Visiting Angels.



Call our care hotline on

0203 924 1970

to find out more

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