

## Medical Professionals and Social Workers

(Consultants, registrars, junior hospital doctors, hospital nurses and ward staff, GPs, district and community nurses, nurse practitioners, therapists, social workers, caseworkers)

### Potential Objections

- Deflection - 'I'm too busy to deal with you right now'
- Denial - 'It's not my responsibility'
- Financial – 'There's no budget to cover what you are asking'
- Authority – 'It's not my decision'
- Process – 'You need to do X, Y and Z first'
- Capacity – 'We don't have the people/resources/space'
- Push-back - 'I've explained this to them already'

Asks	Intended Outcome	Points to consider
I need you to give me information about my relative's care needs	Obtain the information you require to make informed decisions about their care	<ul style="list-style-type: none"> <li>• Speak to your elderly relative to establish whether there are any questions or concerns that they have, or any reason why they do not want your help or involvement. You must respect their wishes in this regard.</li> <li>• Ensure that you have their permission (or the legal right in place) to act on their behalf</li> <li>• Establish what questions you have - what don't you know or understand that you need to?</li> <li>• Write down a list of questions that you need the answer to (remember that there are no 'stupid questions')</li> <li>• Decide on and write down a list of items you want to say to the professional</li> <li>• Arrange to speak to someone who can answer your questions. Be polite and specific about what you want, why you want it and the urgency. If no one is available, ask when someone will be</li> <li>• When you are speaking to the professional make it clear at the outset what you want as an outcome and, if so, that you have a number of questions that you need answering. Try to ensure that they can give you the time to go through all the points you have</li> <li>• Go through what you want point by point, asking for clarification where required (noting down answers to refer back to later)</li> <li>• Ask for an explanation of anything you don't fully understand</li> <li>• Ask if there are any leaflets, websites etc. related to the items you have brought up that can help</li> <li>• Ask for help with items that they can specifically help with and who you can contact for further help if they can't</li> <li>• Gain commitment for what will happen, when, where, how and by whom.</li> </ul>