

## The elderly person

(Spouse, brother, sister, mother, father, grandmother, grandfather, uncle, aunt, friend)

### Potential objections

- Denial - 'I feel fine'
- Refusal - 'It's none of your business'
- Misplaced courtesy – 'I don't want to put you/anyone out' / 'I don't want (you) to make a fuss'
- Embarrassment – "That's really personal, I can't discuss it with you/anyone"
- Delay - 'let's speak about it later'
- Minimisation - 'it's not as bad as it seems'
- Deflection - 'my friend had the same and she's fine' / 'they are much more ill than me'
- Misplaced optimism - 'I'll be back to my old self in a couple of weeks'

Asks	Intended Outcome	Points to consider
<p>Do you understand what is happening?</p> <p>This conversation must always come first as it will help the process of the following conversations</p>	<p>Verbal confirmation of their understanding and the consequences</p>	<ul style="list-style-type: none"> <li>• Are you aware of all the facts yourself?</li> <li>• Is it an appropriate time to have this discussion?</li> <li>• Seek verbal confirmation that they are happy to talk about what has happened before doing so ('there's something serious we need to talk about, can we talk about that now?')</li> <li>• Check what their understanding of the situation is (does this fit with what you are being told by others)</li> <li>• Offer your understanding of the situation and what this means for them now and the future – including why you think this to be the case</li> <li>• Do they accept or reject what you are saying? Can the objection be managed by presenting the facts or are they entrenched enough to have to bring it up another time, in a different way?</li> <li>• Check they understand what this means and the consequences going forward</li> </ul>

<p>We need to discuss where and how you will live in future</p>	<p>Agreement to change current living arrangements. This could mean someone living with them, them living with you or their moving into sheltered accommodation or a nursing home.</p>	<ul style="list-style-type: none"> <li>• Do you know all the facts and options?</li> <li>• Have you discussed the options with other family members if they will be impacted?</li> <li>• Learn the terminology and be careful about the words you use. The terms 'care home' and 'nursing home' are a lot more daunting than 'assisted living' etc.</li> <li>• Check that they are ready to have a serious conversation</li> <li>• Explain the reasons why you need to talk about changes to their living arrangements in the context of their condition</li> <li>• Ask how they feel about it and give them time to think</li> <li>• Be empathetic to their situation and any objections they may have</li> <li>• Stay calm and provide reassurance</li> <li>• Include them in the process as much as you can</li> <li>• Be patient and don't expect them to come to an agreement straight away; be prepared to have the same conversation many times.</li> <li>• If there is resistance don't push too hard and explain that you can come back to it later but explain that a decision does need to be made to address the issue</li> <li>• Check they have understood what has been said and why you have discussed this with them</li> </ul>
<p>We need to discuss getting support from professionals and agencies</p>	<p>Agreement to engage with a particular source of support</p>	<ul style="list-style-type: none"> <li>• Establish what aspect of living they need support with; explain about needs assessments and what they involve</li> <li>• Understand who can help with this need</li> <li>• Check with them that they are ready to have a serious conversation</li> <li>• Explain the specific aspect of their illness with which you need to arrange support</li> <li>• Explain how that support need can be met</li> <li>• Check comprehension – do they understand what you are trying to say?</li> <li>• Ask how they feel about it</li> <li>• Answer any objections and empathise with their situation</li> <li>• Stay calm and provide reassurance</li> <li>• Do they agree to what you are proposing?</li> <li>• Summarise and agree on the next steps</li> </ul>

<p>I need your agreement that I can talk to people about your situation</p>	<p>Agreement to inform others</p>	<ul style="list-style-type: none"><li>• Establish who needs to know, what they need to know and why</li><li>• Check that they are ready to have a serious conversation</li><li>• Explain why you need to inform others</li><li>• Explain who you need to share with them and why</li><li>• Do they have any objections or concerns? Empathise and reassure as much as possible</li><li>• Gain agreement to contact specific people</li><li>• Summarise what has been agreed and carry it out actions</li></ul>
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