How To Have The Care *Conversation*



A step-by-step guide for families, with space for everyone's voice.

Talking about care can feel personal. You might worry about upsetting someone you love, or what help means for independence. Whether the changes are in your life or a loved one's, this guide will help you start.

1 Prepare before you talk

Choose a calm, unhurried time. Ask when suits them, and find a comfortable, private spot.

Keep the group small. Ask the person considering care who they'd like there.

Agree on the purpose. This first talk is to hear how things are going. Nobody has to decide anything today.

Write down your main concerns. Note two or three things you've seen, like trouble making meals or keeping up with appointments.

YOU COULD SAY

"Could we set aside some time to talk about how things are going at home?"

2 Begin with care

Explain why you want to talk. Use words that sound like you.

YOU COULD SAY

"I've been thinking about how I can support you."

"Would you be open to looking at some options together?"

Invite them to speak. Ask, "How have things been at home lately?" Then wait before offering ideas.

IF YOU'RE ASKING FOR HELP YOURSELF

"A few things are getting harder for me. Some help would make a difference."

3 Have an honest conversation

Ask what matters to them. Their routines and preferences point to help they'll accept.

Listen before you respond. Privacy, cost, independence and family expectations often come up.

CHECK THAT YOU'VE UNDERSTOOD

"It sounds like keeping your routine matters to you. Have I got that right?"

QUESTIONS TO GUIDE YOU

"What matters most to you about staying in your home?"

"What part of the day or week feels hardest right now?"

"What worries you about help from outside the family?"

You don't have to solve everything in one conversation

Knowing what matters to each person is a good first step.

4 Talk about what help could look like

Start with what you've discussed. Link help to a real concern. If cooking is tiring, talk about help with meals. If a family caregiver needs rest, talk about who could step in.

Agree on priorities. Ask where they'd welcome help and what they want to keep doing themselves.

Be honest about family roles. Talk through who can help, how often and with what.

YOU COULD SAY

"I can be here on weekends. We'll need help during the week."

"I want to keep helping with your appointments, but the daily housework is too much for me."

Name your limits without guilt. You can love someone deeply and still need help.

Talk openly about cost. Find out what options cost before you arrange anything, and jot down questions for a care provider.

When you see things differently

Ask which part feels uncomfortable, and give them time to explain. If things get tense, take a break and agree when to pick it up again.

> YOU COULD SAY
>
> "What concerns you most about this?"
>
> "What would you want to know first?"

5 Close with one next step

Agree on something manageable. Gather information, speak with a care advisor or book a free in-home assessment.

Set a time to check in. Give everyone a few days to think, then talk again.

YOU COULD SAY

"Let's talk again next week, once we've looked at the options."

Write down what you agreed. Note the next step, who'll take it and when. With their permission, share it with everyone involved.

End with something sincere. Use your own words.

"Thank you for telling me how you feel."

"I'm glad we had time to talk about this."



Talk through your options with Qualicare

A **Qualicare care advisor** will listen to what matters to your family and explain how local home care could help.

Book a Free In-Home Assessment

888-591-0017 | **info@qualicare.com**