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Care where you're happiest. Home.

Discussing care at home with a loved one



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How to discuss care at home with a loved one

When it comes to the welfare of our loved ones, one topic that often requires thoughtful consideration is the idea of care at home. As our loved ones age or face health challenges, it becomes important to explore options that prioritise their safety, independence and overall quality of life.

Discussing care at home with a loved one is a delicate yet crucial conversation that requires empathy, open communication and a shared understanding of their needs and desires.

The decision to introduce care at home involves many factors including the individual's health condition, their preferences, the availability of support systems and the resources at hand.

It's a collaborative process that requires active involvement from both the individual receiving care and their family members. Engaging in this discussion early on can help ensure that everyone's concerns, hopes and expectations are addressed, providing a solid foundation for making informed decisions about the best care options. Discussing care at home with a loved one is a journey that requires patience, compassion and understanding.





What to consider when talking to a loved one about care at home

When discussing long-term care options with your loved ones, this subject may be difficult for some individuals, so it is important to approach the conversation with your loved one with empathy, respect and sensitivity.

Consider the following steps:

Gather relevant information

Before approaching your discussion, it is a good idea to research a variety of home care providers that are available in your area. Learn about the types of care they provide, the benefits of their service and their costs. Being prepared will help answer any questions your loved one may have.

Choosing the right time and place

Ensure you are in a comfortable and private environment where both of you can have an open and honest conversation, preferably your loved one's home where they feel most comfortable. It can be a sensitive subject so make sure you allow enough time for the discussion. This allows you both to have the chance to say what you think and feel without being forced to rush a decision, which may be frustrating for both of you.



Be empathetic and respectful

It is very natural that your loved one may have fears and concerns or may be resistant to long-term care. Listen to their thoughts and feelings, acknowledge their emotions and validate how they feel. This is a significant change but being empathetic towards them will help them feel that their feelings are valid and that they are being heard.

Needs, wishes and preferences

Build the conversation around how important their well-being, safety and quality of life is. Be open and honest about any difficulties they are currently experiencing at home on their own and how you feel that care at home will be beneficial to them.



Financial considerations

How to finance and fund care is usually at the forefront of people's minds. It is imperative you provide them with information about insurance, funding and financing options and any other financial resources that may be available to them before making a final decision. It may be worth seeking specialist independent financial advice on how to fund care at home in the long-term.

Supporting your loved one

It is important to reassure your loved one that they are not alone and you will be involved throughout the whole process, supporting them through this transition. Emphasise that you only want the best for them and their well-being is a priority.

Consider involving healthcare professionals

Depending on your situation it may be helpful to involve a healthcare professional to support decision making, for example your GP or an occupational therapist. These professionals will be able to provide expertise, guidance and additional support when planning your loved one's care.

What if your loved ones are reluctant to accept help?

It is not uncommon to encounter reluctance or hesitation when discussing care at home with a loved one. The idea of receiving on-going care can evoke a range of emotions, including fear, resistance and a natural desire to maintain independence and choice. Your loved one may have concerns that they feel like a burden and may not want to lose their sense of independence.

Understanding and empathising with their reluctance is crucial to approaching this conversation with sensitivity. The steps below provide guidance on how to address their concerns effectively.

Steps you can take that may help:

Listen

Give your loved one the chance to address their fears and concerns. Allowing them to say how they feel makes them feel valued and validates how they feel.

Discussing their concerns in depth

Asking open ended questions will help to understand their specific worries and concerns. You will need to find out exactly what it is that is worrying them. Knowing exactly what their concerns are will help you address them effectively and reassure them that receiving care at home will help them and have a positive impact on their quality of life.

Encourage independence and involvement

Emphasising to your loved one that accepting help and transitioning into receiving care at home does not mean they will lose complete independence. Care at home is there to help support and guide your loved one to live the best possible life they can. Encourage your loved one, that with the right support they could live a more fulfilled life. If they are able, make sure to involve your loved one in choosing a home care provider.

Patience

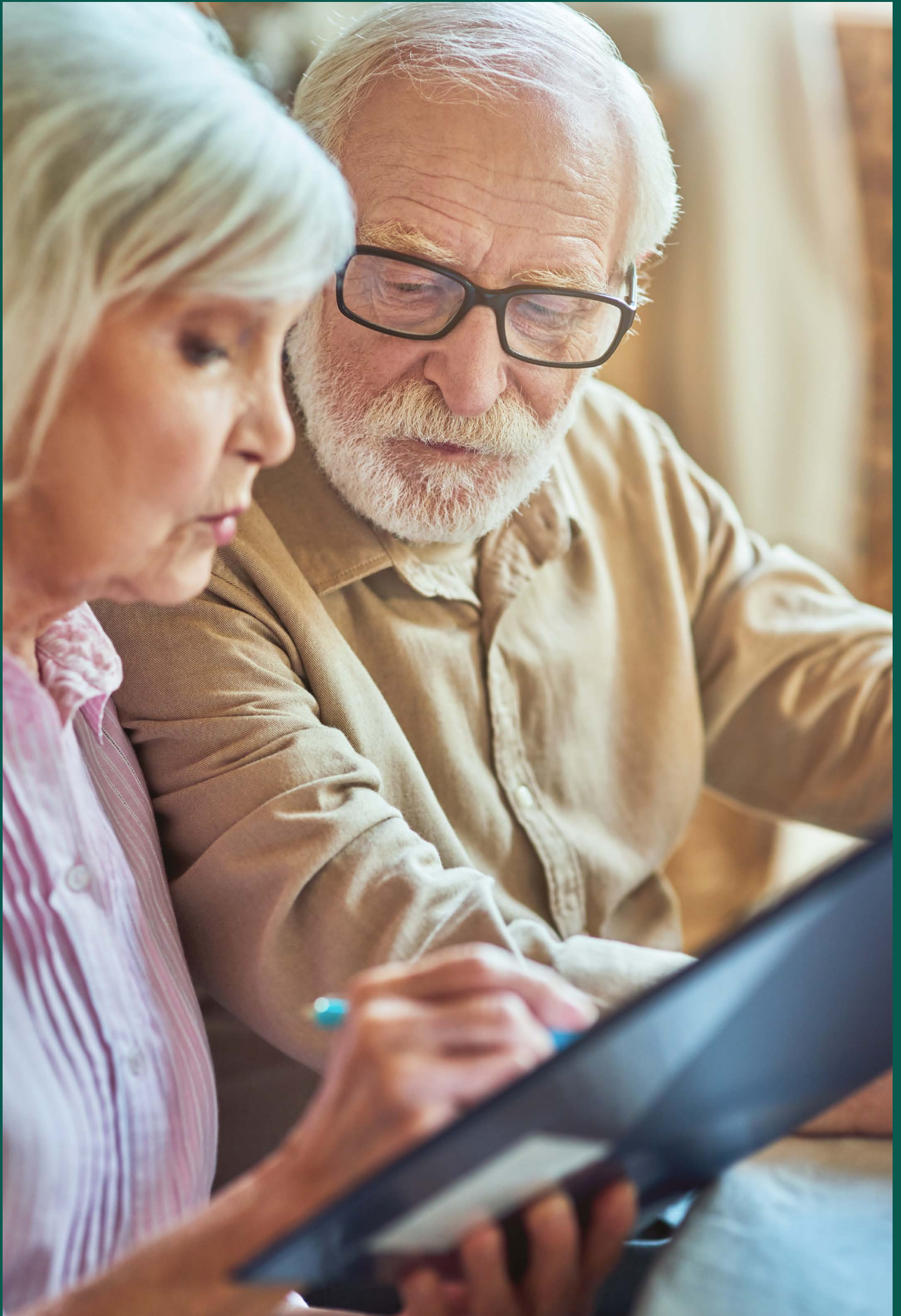
An important decision like this will not be made overnight and certainly should not be. Time should be taken to consider and digest options available. Your loved one may need time to adjust their mindset and accept that they need help and support. It is important to be patient with them and understand further discussions may be required before a decision is made.





**“The experience with Country Cousins
has been fantastic and the quality of
carers provided superb. I would definitely
recommend for anyone sorting out live-in
care for their loved ones.”**

VALERIE, LIVE-IN CARE CLIENT



What if a family member disagrees with the care options?

When deciding on a long-term care for a loved one, disagreements among family members are common and can lead to potential conflicts and emotional strain. Each family member may have their own perspective, concerns and priorities, which can make reaching a decision more challenging.

The decision-making process surrounding long-term care requires careful consideration to ensure the well-being and happiness of the individual in need of care, whilst maintaining family harmony.

Here are some strategies and approaches that can help alleviate tensions and enable a mutually agreeable solution to be found. These steps can help navigate disagreements and enable decisions that ultimately prioritise the best interests of your loved one.

Communication

Encourage all family members to express their opinions and concerns, openly and respectfully. Create a space where no one feels judged and that everyone feels heard.

Understanding the disagreements

Listen to the concerns and viewpoints of each family member. Try to understand the reasoning behind why they are not in agreement. Family members may have different concerns – for example the son may be worried about the financial aspects of care at home, whilst the daughter may be worried about relinquishing her caring role and allowing a professional carer to support her loved one.

Seek a compromise

Try and look for areas where you can compromise with one another, where the needs and concerns of all family members can be addressed to some extent, ensuring that your loved one is at the forefront of your decisions.



Involve a third party

If you find that disagreements continue and communication becomes more challenging, it may be worth involving a neutral third party. Their expertise can help facilitate discussions, mediate conflicts and provide an alternative perspective. Invite a home care provider to come and meet your loved one to explain how care in your home works, what you can expect, and outline all the benefits.

Respite care

At Country Cousins, we offer a respite service from as little as 2 nights to see if care at home is the right care option. Proposing respite care can help family members assess the suitability and effectiveness of care at home.

Involve a legal or financial advisor

Consulting an independent advisor can be beneficial. They will be able to provide guidance on legal implications, financial planning and other potential options that align with everyone's interest.

Finding common ground and resolving disagreements will require patience, compromise and flexibility. Maintaining communication, empathy and a shared focus on the well-being of the elderly loved one can help navigate through the decision-making process more effectively from all involved.

Receiving care at home with Country Cousins

Enabling independence and enriching lives, Country Cousins can provide high quality care to individuals in the comfort and familiarity of their own home. This approach allows individuals to maintain their independence, dignity and freedom while receiving highly personalised one to one care that meets their physical, emotional and well-being needs.

By choosing long-term care at home, families can ensure that their loved ones continue to receive personalised care and support while remaining connected to their familiar surroundings, cherished memories and community ties – all of which contribute to an improved quality of life.

One of the primary advantages of long-term care at home is the preservation of emotional well-being and independence. Home is a place that holds personal memories, cherished belongings and a sense of security. By receiving care in this familiar setting, individuals can avoid the upheaval and emotional strain that can accompany a move to a care home.

At Country Cousins, we will tailor our services to meet the specific needs of the individual, adapting to their wishes, preferences, routines and evolving requirements. This personalised approach promotes a sense of empowerment, enabling individuals to actively participate in decisions regarding their care, daily activities and lifestyle choices.



Support from Country Cousins

At Country Cousins, we specialise in connecting people with exceptional live-in care professionals across the UK.

Leveraging our extensive experience since 1959, we ensure flexible and highly personalised matching with qualified carers suited to individual needs and preferences. Our nationwide service, affordable pricing, and unrivalled dedicated support ensure you and your loved one can have high quality care as and when you need it, in your much-loved home.



Established for over 60 years

We are the longest-serving home care agency in the UK, offering unique experience in ensuring our clients get the right carer to meet their needs. Our track record of excellence has enabled us to build trust with thousands of families who rely on our dependable high-quality service. Peace of mind, just when you need it.

Supporting you to stay in control of your care

We know that many families wish to have control in managing their care arrangements and the decisions that are important to them. Once we introduce a carer to you and your loved one, our service does not stop there. Our clients are provided with their own dedicated client relationship advisor who are always on hand to provide the support you need, as and when you need it.

A flexible and reliable service tailored to you

We know that care can be needed quickly. Our established processes, dedicated client support and pool of experienced professional carers means we can arrange care for you or your loved one in as little as 24 hours.

Experienced and trained carers

Our professional carers, many of whom have worked for us for decades are highly experienced in providing high quality care at home. Unlike other care agencies, our carers are required to undertake mandatory training and we foster a culture of continuous development to ensure the very best standards of care are provided to those we care for.

A perfectly matched carer

We have over a thousand professional carers registered with us, which means we can effectively match each client with a carer that is suited to not just meet their care needs but is aligned to how they wish to live their life. This results in a highly effective and personalised service that improves an individual's lifestyle and overall well-being.

Best practice home care

Unlike most care agencies we are members of the Homecare Association, the only membership body in the UK dedicated to supporting home care providers. As a member of the Homecare Association, we are committed to their Code of Practice which evidences our dedicated approach to providing high-quality care at home that reflects best practice and rigorous industry standards.

Nationwide coverage

We provide our service throughout the UK, including far reaching island locations. With our network of over a thousand professional carers means that geographical location is never a barrier to our exceptional care at home service.

Affordable care at home

We offer competitive pricing, without compromising the quality of our care. We provide exceptional value for money, offering a cost-effective solution to families seeking top-tier, personalised home care.

What's next?

Get in touch today

Call us

Our friendly team of experts are available to talk through your care needs 8am to 6pm, seven days a week.

Call us on **0808 169 8996**.

Enquire online

If you are looking outside of our core office hours, then you can enquire online by visiting **country-cousins.co.uk/contact/enquire-online** we will then be in touch with you as soon as possible to discuss your care needs.



“Country Cousins have been so caring and attentive to my mum’s needs and have sourced the most appropriate carers to look after her challenging needs. The weight has been lifted off my shoulders and I no longer feel alone. I cannot recommend Country Cousins highly enough.”

JACQUELINE, DAUGHTER OF LIVE-IN CLIENT





Care where you're happiest. Home.

Country Cousins
Suite 5G
Gatwick House
Horley
Surrey
RH6 9ST

0808 169 8996
country-cousins.co.uk