

# Informal Care Questions

**These questions are designed to help people think about the support they'll need during treatment and recovery.**

They're designed to explore how care is currently being managed, to identify where additional support is available, and to encourage support to be shared across family, friends and community rather than falling to one person.

 **Short on time? Start with the highlighted questions.**



## Introducing the conversation

*"Your care doesn't just happen in hospital. A lot happens at home, and many people find it difficult to ask for help, or to coordinate offers of support. That's why we ask everyone these questions because having support around you can make a real difference to treatment and recovery."*



## Who is around you?

Who are the people supporting you at the moment?

**Is there one main person helping you, or are responsibilities shared across a group of people?**

Do you have family, friends, neighbours or others who would want to help if needed?

Who else is affected by your diagnosis or involved in your day-to-day care?



## How is support currently being provided?

**Who currently helps out with transport, meals, household tasks or appointments?**

Are there any areas where you could use more support?

Are children, pets, work or caring responsibilities adding extra pressure?



## How is support being coordinated?

How are family and friends being kept updated?

**How do people know what help is needed and when?**

Is someone coordinating support, or are you managing everything yourself?

Does organising help ever feel overwhelming?



## How comfortable are you asking for help?

How comfortable do you feel asking others for help when you need it?

When people say, "Let me know if you need anything", do you find it easy to tell them what would be helpful?

Are there things you need help with but haven't asked for?

Do you worry about being a burden to others?

Have there been times you've avoided asking for help, even when you needed it?

**Do you find yourself trying to manage everything on your own?**



## Is support sustainable?

Is most of the responsibility falling to one person?

**How is your main support person coping?**

Do you feel you have enough support right now?

**If your main support person became unavailable, who else could step in?**

Have you thought about how you will maintain support over the course of treatment, not just during the initial phase?

Who do you think will be helping three or six months from now, and how will that support be coordinated?



## Looking ahead

Have you talked with family and friends about the kind of help you might need over the coming months?

**Would it be helpful to have a way to bring people together and share the load?**

Would support in asking for and coordinating help make things easier?



## Introducing Gather My Crew

*"Based on what we've talked about today, it sounds like having some extra support around you could be helpful. Gather My Crew is a free app designed to help people organise practical support from family, friends and community. It can help coordinate*

*things like meals, transport, childcare, pet care and household tasks, while also making it easier to keep people updated and share the load across multiple people. Many people find it takes away some of the stress of asking for and coordinating help."*

## Help us improve this resource

Which questions work well in practice? Which don't?

Are there any questions you use that we've missed?

The more we learn from clinicians, the better we can make these resources and help more patients access meaningful, sustainable support from family, friends and community.