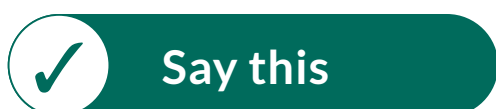


Say this, not that:

A guide to communicating with carers



- ✓ What do you do to support "person's name"?
- ✓ I'm not able to provide you with all the details, but I can let you know.....
or
- ✓ Perhaps we could discuss that with [person's name]
- ✓ What is it that you would like the care team to know?



- ✗ Are you a carer?
- ✗ I don't have consent to speak with you/provide you with that information
- ✗ I can't speak with you
- ✗ You could ask them yourself