

Say this, not that: A guide to communicating with carers



Say this



Not that

✓ 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