# Ideal key people & roles supporting older people, carers and families through some of life's transitions...

(as identified by carers)

**TRANSITIONS PALLIATIVE DEATH AND** BEREAVEMENT **PRE-DIAGNOSIS** DIAGNOSIS IN HEALTH CARE **DYING** CARE

#### WHO'S INVOLVED

- · Truthful Professional
- · Clinical Advocate
- Communicator

# WHAT THEY PROVIDE

- You help find ways to support me and my loved one
- You support me to have hard conversations in a truthful way
- You give me reassurance I am not alone

#### WHO'S INVOLVED

- · Counsellor/Guide
- Legal and Financial Advisor
- Informed Advocate

# WHAT THEY PROVIDE

- · You help me understand what is to come and my transition to being a carer
- You support me through the cycles of grief and loss
- You help me to navigate systems and plan for what will be needed

#### WHO'S INVOLVED

- Professional or Informal Facilitator
- Invested Provider
- Guide/Peer Support

#### WHAT THEY PROVIDE

- You help me work through and navigate the changing needs and build my capacity to care
- You help me to connect with others in the same situation
- You guide me towards information I might need or have asked for

#### WHO'S INVOLVED

- Humane Connector
- · End of Life Advisor
- Guide/Advocate

## WHO'S INVOLVED

- Facilitator/Guide
- Clinical Advocate
- Support Team

### WHO'S INVOLVED

- · Counsellor/Guide
- Financial and Legal Advisor
- Peer networks

### WHAT THEY PROVIDE

- You understand what is important to me and my loved one and support us in ways to exercise choice
- You help me to deal with the emotional challenge of end of life choices
- · You help me through the ongoing transitions and walk alongside me across the phases

## WHAT THEY PROVIDE

- You help me to regain a sense of calm
- You know me, my loved one and our situation and care about the outcomes for us

## WHAT THEY PROVIDE

- You provide me with ways to support my mental health and emotional wellbeina
- You guide me through legal and financial processes when I am grieving

# Opportunities to support older people, carers and families across all transitions

What could these conversations look like and who would be involved?

How can we capitalise on lived expertise and the value of peer relationships?

What could a holistic approach to care look like?

What does it mean for carers and their loved ones to receive the right care at the right time?

What would it mean to have someone who really gets it walk alongside you through all stages of transition?

What could alternative models of grief support look like where you feel truly understood and cared for?

How can we best support carers in dealing with a variety of financial and legal challenges?