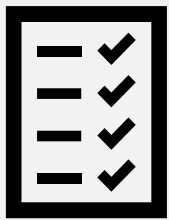




Top Tips for Tricky Times: Supporting families at a distance



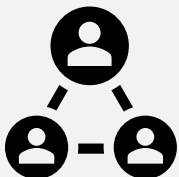
1) **First**, acknowledge families' feelings, anxieties and stress. This helps them feel listened to and supported.



2) Provide structured, factual communication. Have the key points written down before making the phone-call. The family might also want general information, for example PPE use in the care home.



3) Ask them what care home staff can do to help the family, then discuss whether this is possible. This helps to manage families' expectations.



4) Check that families feel involved in planning care and that this fits with what the resident wants.



5) Agree **regular** times to contact families, ideally with the same member of staff. As this may not always be possible, record conversations so that all staff can access what has been discussed / agreed.