carer scenarios facilitator guide

learning outcome

Your staff will be able to recognise the impact the caring role may have on a carer and consider ways in which they and your organisation might be able to support a carer more effectively.

learning method

Case scenarios and discussion.

time required

Allow 30 minutes per case scenario.

facilitator notes

1. Activity four handout (A, B, C, D and E) consists of five carer scenarios based in different work settings, including 'non-traditional'. Select a scenario which is most relevant to your particular work setting.

2. Divide participants into small groups to discuss the scenario and questions.

what other approaches might I consider?

- Can I tailor one of the scenarios to meet my own particular work setting?
- Can I develop my own scenario based on a real carer situation that I have come across locally?
- Could I capture the voice of the carer by undertaking a 'discovery interview' with a local carer which I record and then use as audio material during the learning?

Discovery interviews are one of a number of ways to improve care by understanding carer's experiences better and gaining a greater insight into the types of assumptions made on the part of organisations. Try to gather a range of these over time including carers from a range of diverse backgrounds and ages etc.

For further information on the value of discovery interviews and their methodology go to: www.cdhn.org

Common core principles covered by this activity: 1, 2, 3, 4, 5, 6 & 7.