

Appendix 2

Three Conversations Approach – Stories of Difference.

I know who to contact if I need help in the future and the worker made me feel it was ok to do this. I feel like I'm not on my own - you often feel on your own as a carer. Somebody listened to me. Worker made me feel at ease. Mum obviously felt at ease because she opened up to the worker who was a lovely lady.

The worker speeded things up. Dad had been in hospital a while and I felt like we were left on a limb. Things moved quickly once the worker got involved. She found a connection with dad even though they only met twice and he is hard of hearing. They had a common interest (bowls) so that helped.

The additional support arranged by the Social Worker has taken the pressure off me as a carer. He is safer now because he has the support he needs at mealtimes and I don't have to worry about him choking. The SW was so good and so lovely. When she came out she was great with him and completely understood the situation. It was nice that she also understood my situation as well as his, my needs are often overlooked...