



I DON'T FEEL HEARD

CARER toolkit

WHEN WOULD YOU USE THIS TOOL

You would use this tool if you felt a professional wasn't listening to you.

HOW TO USE THIS TOOL

1

Say "I feel like you are not listening to me."
You may want to invite a friend or another professional you have a relationship with.

2

Write a list of all your complaints or your concerns

3

Ask advice from another professional you have a good relationship with. This could be:

- your GP
- a staff member from a caring organisation
- PALS if in hospital

If this doesn't work, ask to speak to their manager.

IF YOU CANNOT COPE AND YOU DON'T FEEL HEARD:

Be honest, say how it is when you are at your worst

Highlight any particular vulnerabilities

Be specific about the problems and stresses and say what you think might help make a difference

Say how not coping is having an impact on your well being and what impact it is having on the person you are caring for

Explain what you have already tried and if it worked or not