



Making Shared Care a Reality: A Carers Resource

Practical Support Booklet

A companion resource to the "Making Shared Care a Reality" training session

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1. Introduction

This workbook accompanies the *Making Shared Care a Reality* training resource and is designed to support reflection, discussion and practical action around Shared Care.

The workbook is not a test or assessment. It is a space to:

- reflect on your own experiences
- explore communication and partnership
- identify practical ways to strengthen shared care
- support ongoing conversations between carers and care home staff

Shared Care is not a “one size fits all” approach. The aim is to support meaningful relationships and shared understanding in ways that work for you and your circumstances.

2. Learning Outcomes

By the end of the session, participants will be able to:

- Explain what Shared Care means and why it matters.
- Identify the role of carers in dementia care and the value of their lived experience.
- Recognise communication challenges and apply strategies to improve information sharing.

- Describe barriers to carer involvement and ways to overcome them.
- Understand basic Power of Attorney in relation to shared care.
- Understand importance of self care needs and where to find support.

3. Workbook Structure

- Understanding Shared Care
- Reflecting on Experiences
- Barriers and Challenges
- Communication and Relationships
- Inclusion and Identity
- Preparing for Conversations
- Shared Care Action Planning
- Reflection and Next Steps

4. What Is Shared Care?

Shared Care is:

- A **collaborative partnership** between care staff and carers.
- Based on recognising the **unique knowledge** carers hold about the person living with dementia.
- A way to **improve wellbeing, trust, continuity, and personalisation**.

Shared Care is not:

- Handing over responsibility to carers.
- Replacing professional expertise.
- Additional burdensome work — instead, it often **reduces misunderstandings and workload**.

What does Shared Care mean to you?

*** Reflection Activity**

Write down:

- What the phrase Shared Care means to you
- What good shared care looks like in practice

- What helps shared care work well
- What makes shared care difficult

Notes

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Think about a positive experience of shared care. What happened?

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What made it work well?

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How did it make you feel?

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Think about a difficult experience. What happened?

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5. Barriers and Challenges

**Reflection Activity*

Which of these barriers have you experienced or observed?

Barrier	Experienced?	Notes
Power imbalance	<input type="checkbox"/>
Time pressures	<input type="checkbox"/>
Jargon/language	<input type="checkbox"/>
Feeling overwhelmed	<input type="checkbox"/>
Emotional conversations	<input type="checkbox"/>
Policy and procedures	<input type="checkbox"/>
Lack of clarity	<input type="checkbox"/>
Fear of conflict	<input type="checkbox"/>

**Reflection Activity*

Which barriers feel most difficult to address?

Which barriers are systemic rather than individual?

Notes:

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6. Communication and Relationships

Communication Tool: I vs You vs We

****Practice Exercise***

Think of some relevant “You” statements and rewrite as “I” or “We” statements.

Example:

“You never listen to me.” → “I feel worried that my concerns are not being fully heard.”

Activity

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Safe Ways to Question

Useful Conversation Starters. Try using:

“Can you help me understand...” “I’m wondering about...”

“Can you talk me through...” “That hasn’t been my experience...”

“Can you explain your decision...”

****Reflection Activity***

Which phrases feel natural to you? Which feel more difficult?

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7. Inclusion and Identity

Shared care also includes understanding:

- identity
- relationships
- culture
- spirituality
- sexuality
- routines
- personal history

****Reflection Activity***

What helps the person you care for feel safe, recognised, calm, connected and respected?

Notes:

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Have any of these areas been discussed openly?

Topic	Yes/No/Unsure
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Cultural needs	
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Language preferences	
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LGBTQ+ identity	
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Faith/spirituality	
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Personal routines	
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Are there any of these areas you would like to take forward with the care home?

Notes:

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8. Preparing for Meetings and Phone Calls



Shared Care Planning Tool

Please feel free to use the template or the more detailed list below. Whichever one works best for you!

Shared Care Template

Tide Toolbox Template






Summary (250 words)

What do you want to cover?

Real Life Examples

Actions and Timelines 

Notes

1. What is the main issue or concern?

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2. What outcome am I hoping for?

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Best case scenario:

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Realistic compromise:

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3. Key points I want to raise

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4. Examples I may use

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5. Questions I want to ask

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6. Actions agreed

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Action:

Who?

Timeline

9. Looking After Yourself

Shared Care Can Be Emotionally Draining

Reminder Checklist

1. It's okay to pause
2. It's okay to ask for support
3. It's okay to prepare before difficult conversations
4. You do not need to manage everything alone
5. Your wellbeing matters too

Who are your support networks:

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Think about three things you can do to expand your network of support:

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10. Reflection and Next Steps

What is one thing you are taking away from this session?

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What is one thing you would like to try differently?

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What would help strengthen shared care further for you?

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Final Reflection

Shared care is:

- Ongoing
- Relational
- Imperfect
- Collaborative
- Built over time

One final thought:

“Shared care is a process, not a one-off.”

Contact Information

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