

# How to get help families and carers

When you're worried about the person you're looking after, it can sometimes be difficult making people understand what's wrong and why you're concerned. The SBARD structure helps you to organise your thoughts before you call so that you can get the help you need. Things to remember would include:

- Think about who might be able to help, and who you could contact - have you got a copy of a care plan, a contact card, or an Infolink Resource Directory?
- Make sure you take the person's name that you speak to, and a contact number
- Talk about the options - there may be solutions that you've not considered.

If you've got the consent of the person to be involved in their care, please contact their main worker. If not, please call our Family Liaison Team on 0800 027 2128 or email [family.liaison@derbyshcft.nhs.uk](mailto:family.liaison@derbyshcft.nhs.uk)

Overleaf is a place to make notes, but these are the main things to think about:

Situation:	Who is calling and why? Be clear about the situation.
Background:	How has this come about? What's the history?
Assessment:	What are the problems that you and the person you're calling identify?
Recommendation:	What do both you and the person you're calling feel would help?
Decision:	What has been agreed, and who will do what?

Situation	My name is: _____ I am calling because: _____ I am calling about (name): _____ They live at: _____ How I know them: _____
Background	This is what has led to me calling (what has happened): _____
Assessment	This is what I am worried about: _____
Recommendation	This is what I think would help: _____
Decision	I spoke to: _____ We agreed: _____