



MOREWAYS GUIDES / 2026

Clearer decisions. Together.

The Moreways Family Support Guide



Practical conversations, assessment preparation, provider questions and a plan for the next step.

Start with what matters.

Concern for someone close to you can make decisions feel urgent and emotionally complicated. This guide helps you organise questions and evidence while keeping the adult receiving support at the centre of the conversation.

Choose a workable moment

Try to talk when the person has time, privacy and the support they need to communicate. Begin with an observation rather than a conclusion: “You seem exhausted after shopping” is easier to explore than “You cannot manage alone.” Ask how they see the situation before suggesting an answer.

Recognise strengths

Notice what already works: a trusted neighbour, a familiar routine, an interest, a useful reminder or a task the person enjoys. Support should build on these resources. Record the help that makes success possible so that a new arrangement does not accidentally remove it.

Separate wishes from worries

Write down what the person wants to keep, what they would like to change and what worries each family member. These may overlap, but they are not identical. A useful plan makes those differences visible instead of treating the loudest concern as the only priority.

Agree one next step

You do not need to settle every question in a single conversation. Agree an achievable action, such as requesting an assessment or arranging a provider discussion. If the person does not want to talk now, ask how and when the subject could be revisited respectfully.

TAKE INTO THE CONVERSATION

Try: “What would make this week easier for you?” Then ask what the person wants to keep doing in their own way.



Turn concern into useful information.

Clear examples help professionals understand the difference between a difficult day and a recurring need. Your notes can support an assessment, but they are not a substitute for a professional assessment or the person's own account.

Describe what happens

Record the task, situation and help needed. For example: "On three evenings, a reminder and company helped with preparing food." Include what happened without support and what improved the situation. Avoid labels that can mean different things to different people.

Bring relevant information

Gather current plans, professional contacts, communication preferences and key practical facts. Ask the assessment team which records they need and how to share them securely. Do not send a large collection of sensitive records through an ordinary brochure request form.

Look across the week

Consider personal care, meals, home tasks, money, appointments, communication, sleep, relationships and community activity. Needs may vary by time of day or setting. Include night-time concerns and what family members currently do; otherwise that unpaid support may remain invisible.

Include the person's view

Ask what feels hard, what help is welcome and what feels intrusive. Note any difference between the person's account and others' observations without assuming one cancels out the other. Request communication adjustments, an appropriate supporter or advocacy information where needed.

TAKE INTO THE CONVERSATION

Use four headings in your notes: What happened? What helped? What still needs support? What does the person say about it?



Understand the options before comparing providers.

Similar-looking services can have different purposes and responsibilities. Compare the underlying arrangement first, then consider the provider and setting. Ask what the model would mean for this particular person.

Support in an existing home

Planned visits or outreach may help with practical tasks, confidence and community connection. Clarify the schedule, tasks, flexibility and what happens between visits. Live-in care is a different arrangement; ask about breaks, replacement cover, nights and the household requirements.

Residential and respite care

Residential care is a different model from supported living, with accommodation and care organised together. Respite may offer a time-limited arrangement. Ask about the specific provision, suitability, staffing, costs and how the person's routines and relationships would be maintained.

Supported living

Housing and support are distinct. A person has a home with associated rights and responsibilities, while support is arranged around assessed needs. Discuss the tenancy, landlord, household compatibility, individual hours, shared provision and any overnight support separately.

Specialist or enhanced input

Complexity may require additional competence, structured risk planning or coordination with clinical teams. Do not rely on words such as “specialist” or “intensive” alone. Ask which needs the service can meet, what evidence supports that view and what it cannot safely provide.

TAKE INTO THE CONVERSATION

For each option, finish this sentence: “On an ordinary day, this would mean...” If the answer is unclear, ask for a practical example.



A visit should answer real-life questions.

A welcoming first impression matters, but it is only part of the picture. A useful visit explores how the environment, relationships and practical arrangements would work over time.

Make the visit accessible

Ask about timing, noise, physical access and how information will be explained. The person may prefer photographs, a short first visit or more than one conversation. Leave time afterwards to hear their reaction without immediately asking them to make a decision.

Ask how support works

Request a clear explanation of staffing, individual and shared support, nights, temporary cover and escalation. Ask how staff learn someone's communication and routines. Find out how concerns are raised and how the person can influence the plan after support begins.

Look beyond the room

Explore shared spaces, transport, local connections, privacy and opportunities for meaningful activity. Discuss the everyday rhythm of the household and any compatibility considerations. A pleasant room does not by itself establish that the support or surrounding environment is suitable.

Record evidence and open questions

Use the same questions for each option. Note the answer, who gave it and whether it is confirmed in writing. Separate facts from impressions. An unanswered question is not automatically a reason to reject a service, but it needs a named follow-up before a decision.

TAKE INTO THE CONVERSATION

After a visit ask: "What felt comfortable? What felt difficult? What would you want to see or ask again?"
Record the person's own words.



Money, authority and family roles.

Funding and decision-making can become tangled with family relationships. Separate the care question, the funding question and the question of who has authority to make a particular decision.

Check the funding route

A person can ask for a council needs assessment even if they expect to self-fund. A financial assessment is a separate process. Ask the relevant council or NHS team about possible responsibilities and obtain advice on the individual position rather than assuming the family must pay everything.

Clarify authority

Being a relative or paying a bill does not automatically authorise every decision for another adult. Support the person to make their own decisions. If someone acts under a power of attorney or court order, the relevant authority and limits need checking for the decision concerned.

Compare the complete cost

Request an itemised proposal. Identify support fees, housing charges, utilities, food, transport and personal spending. Ask about deposits, notice, absence, fee reviews and changing needs. Keep one-off costs separate from recurring costs and use a full-year budget.

Make family commitments explicit

If relatives contribute money or time, agree what is offered, for how long and what happens if circumstances change. Discuss information-sharing preferences and boundaries. Seek appropriate professional advice for legal arrangements, significant financial commitments or uncertainty about decision-making powers.

TAKE INTO THE CONVERSATION

Before agreeing a package, create a simple list: what is paid, who pays, who signs, when it is reviewed and what happens if the arrangement changes.



Support the family without losing the person's voice.

Families often hold important knowledge and provide extensive support. That contribution deserves recognition, while the adult receiving support remains central to decisions about their own life.

Agree how to stay involved

Ask the person who they want involved and what information they are comfortable sharing. Agree practical contact arrangements with the service and revisit them as circumstances change. A predictable update route can reduce repeated calls and uncertainty for everyone.

Ask about support for carers

A carer's assessment looks at a carer's own needs and the effect of caring on their life. It is separate from the assessment of the person receiving care. Contact the local council for the relevant route and ask about local carers' organisations and practical support.

Name what is sustainable

Be honest about the support family members can continue providing. Work, health, distance and other responsibilities matter. A plan that depends on an exhausted relative filling every gap may not be sustainable. Record what would happen if that person became unavailable.

Handle disagreement constructively

Write down the specific issue, the person's view, the evidence and the decision required. Ask for a focused meeting and agreed next steps. If the concern is unresolved, use the provider's complaints process or appropriate advocacy route. Immediate danger requires emergency help, not a routine review.

TAKE INTO THE CONVERSATION

A useful family agreement answers: who is the main contact, what can be shared, what each person can offer, and when everyone will review the arrangement.



Make the next meeting count.

A short, organised plan is easier to use than a large folder that nobody can navigate. Keep the person's priorities at the top and make each action specific enough to follow up.

Before the meeting

Write a one-paragraph summary of the current situation and three priorities in the person's words. List the questions that genuinely need a decision. Bring relevant assessments, proposed costs and the names of key professionals. Agree who will support the person to participate.

Record the next actions

For every action note the task, responsible person, target date and how completion will be confirmed. Include unresolved questions and who will answer them. Keep a separate contact list for routine queries, urgent concerns, housing issues and out-of-hours support where applicable.

During the conversation

Ask people to explain unfamiliar terms and distinguish facts from assumptions. Check what is included in a proposal and what remains uncertain. Pause when necessary. Read back important decisions so that different people do not leave with different understandings.

Review after the change

Arrange to discuss whether the new support is helping and how the person feels about it. Look at routines, relationships, confidence and any emerging difficulty. A plan can be adjusted; raising a concern early is often more useful than waiting until a small problem becomes a crisis.

TAKE INTO THE CONVERSATION

Your four-line meeting record: We agreed... / Still to clarify... / The next action belongs to... / We will review on...



A clear next step. A conversation that starts with you.

You do not need to have every answer before contacting us. Start with what matters, what has changed and the decision you are trying to make. We can discuss the appropriate route and what further information is needed.

Speak with Moreways

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[NHS: getting a needs assessment](#)

[NHS: carer's assessments](#)

[GOV.UK: making decisions for someone](#)

Published September 2026. This guide explains general information and questions to discuss; it is not an individual care plan, an offer of accommodation, or medical, legal, financial or benefits advice. Support, staffing, costs and availability must be confirmed for the individual. Photographs are illustrative and do not identify a promised home, staff team or service user.