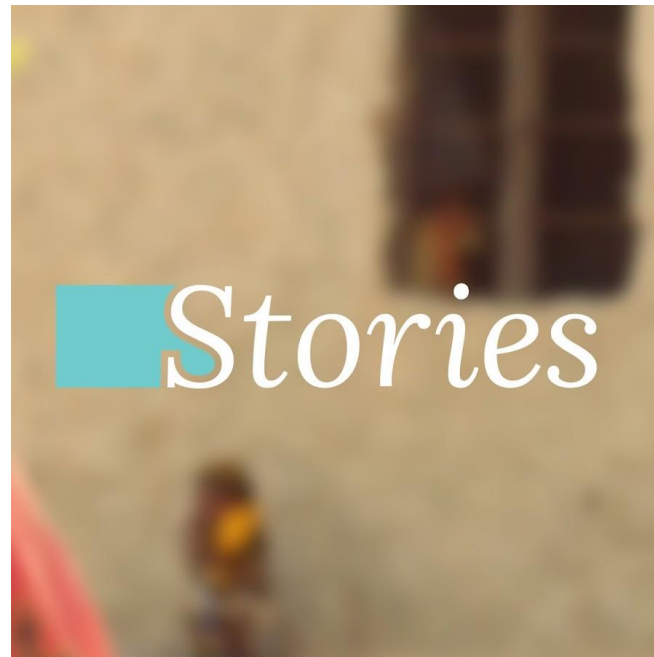


Some magic and tragic moments
in the experience of unpaid
carers and their involvement
with paid carers



“Good support isn’t a one-way street’ – a story from Scotland

“Hi, Jaynie, I think Ross has had one of his best days since I came on the team today. He continued to be in a great mood after you left and was really happy on the journey up, despite not seeming interested when we showed him the photos before leaving. He got straight out of the car on arrival and was laughing away on the walk over to the place. It was really busy with lots of children, but this did not faze him. He got straight in line and went in and began exploring and finding every nook and cranny and was loving the lights and the texture of the floor. He genuinely seemed to be having a great time with me and David – always wanting to come and sit in the wee alcoves he would find, and he was playing around to make us laugh by pretending to sleep. 😊 Then it was ice cream, dinner and home. It was really great to see him out there and he honestly gave me one of the best work-days I’ve ever had. 😊”



'Mirza's magic moment' – a story from Finland



'Everything can change in the blink of an eye' - a
story from Tenerife



'Burden lifting' – a story from Wales

"Mum had only been in the care home for a week, and I was feeling really, really guilty – I felt I had let her down, but just couldn't carry on in our stressful relationship around keeping her in her own home. One of the care workers picked up on my mood. She took and held my arm and said "Your still mum's number one carer but now you can focus on the good stuff". It was such a simple statement, but it made me cry, and my burden of guilt began to lift"



'To be listened to and included' – a story from Sweden

Karin cares for her daughter Elina (34), with serious health problems including chronic pain and neurological disease. Karin shares an experience taking place some years ago, when accompanying Elina to the ED, where she had to fight and argue for Elina's right to emergency medical care.

- It takes strength, knowledge, and energy, to endure the fight for your loved one. Not being listened to as an informal carer creates suffering and frustration, which leads to mistrust towards professional carers.



'Sinead's magic moment' – a story from Ireland

