

What carers told us about the CSNAT

"All you can hope for is you're equipped for it in the best way possible at the time. And if that means a little bit of having to face some realities earlier on then that's probably better than not being equipped when the time comes because everyone is not wanting to go there."

"I think, you know, it's never too soon. [...] maybe it'll give the person food for thought as well. So rather than it being a negative too soon, yes, it might be, but it might also give them food for thought and if you can iron that out at the beginning, then the experience could be a lot pleasanter further down the line, you know what I mean."

Could the CSNAT be introduced too soon?

"I think it is a good idea to bring these things up, because there is no point hiding it. [...] I think it is a brilliant idea."

"The questions on here are all what we all think about."

"You might cry to start with when you start reading things, but at the end of the day, it's there to help you, so, you know, they've got to realise that, yeah, it might be a sensitive thing to, sort of, go in with that, but that's what it's all about, it's all sensitive anyway."

PERMISSION TO ASK FOR HELP

"The reassurance that you're not the only one, it's not selfish to ask for help for yourself. If you see other people doing it then it's okay to do it yourself sort of thing."

A LIFELINE

"I would have seen that as a lifeline. [...] When I was really struggling and I couldn't...that would have been my thing of getting in, do you know what I mean? It's that, 'can we discuss this?'"

A PROMPT

"It certainly serves as a thing to pin your thoughts on, it sort of focuses."
"When they come to see you, a lot of the time you forget things that you want to speak about, so if it's all down in [CSNAT] she can bring up various pointers."

How is the CSNAT useful?

VISIBILITY OF NEEDS

"These are the questions that are in your head but you don't even know that they're in your head. Whereas if something's written down, you can ask people, if they don't know, you can be signposted on to somebody else to get the answers."

A COMFORT PACK

"It's going to be something on paper that you can read in your own time. [...] It's comforting to know that, right, I can read that in a little while when my relative is either asleep or comfortable or whatever. And knowing that you can just say 'oh, I need to address something with you the next time you come about this comfort pack.'"