

♥ SAFE HAVEN CONNECT CIC · REGISTERED CIC

Supporting an Older Adult Workbook

♥ SAFE HAVEN CONNECT CIC · REGISTERED CIC

Disclaimer

This workbook has been created by Safe Haven Connect CIC to provide general information and practical guidance for people supporting an older adult.

It is intended for family members, friends, neighbours, carers and volunteers. It is not a substitute for professional medical, health or social care advice.

If you have concerns about someone's health, wellbeing or safety, seek advice from an appropriate healthcare professional or support service.

© Safe Haven Connect CIC

🌐 safehavenconnect.org

♥ SAFE HAVEN CONNECT CIC · REGISTERED CIC

Supporting an Older Adult

PAGE 1 – Understanding Ageing

Growing older is a natural part of life.

Many older adults continue to lead active, independent and fulfilling lives. Some may need additional support because of changes in health, mobility, memory or confidence.

Every older adult has their own life story, experiences, strengths and preferences.

The most important thing we can offer is respect, kindness and the opportunity to remain as independent as possible.

♥ An older adult may experience...

- ☐ Reduced mobility
- ☐ Changes in hearing
- ☐ Changes in vision
- ☐ Memory changes
- ☐ Long-term health conditions
- ☐ Loneliness
- ☐ Loss of confidence
- ☐ Fatigue
- ☐ Other:

♥ What do I hope to learn from this workbook?

♥ How can I become a better supporter?

Remember

Growing older does not change a person's value, dignity or need for connection.

Every older adult deserves to feel respected, listened to and included.

Support the person, celebrate their life experience and help them remain as independent as possible.

 safehavenconnect.org

 Safe Haven Connect CIC · Supporting people, families, carers and communities.

 SAFE HAVEN CONNECT CIC · REGISTERED CIC

Supporting an Older Adult

PAGE 2 – Understanding the Person

Every older adult has their own life story.

They have unique experiences, memories, achievements, interests and values that have shaped who they are today.

Taking time to get to know the person helps you provide support that is meaningful, respectful and centred around what matters most to them.

Remember, growing older doesn't change who someone is.

Things they enjoy

☐ Spending time with family.

☐ Gardening.

☐ Reading.

☐ Listening to music.

☐ Watching favourite TV programmes.

☐ Walking.

☐ Arts and crafts.

☐ Going out for coffee.

☐ Talking about memories.

☐ Other:

♥ Things that make them happy

♥ Important people in their life

♥ How can I support them today?

- ☐ Spend quality time together.
- ☐ Listen to their stories.
- ☐ Encourage independence.
- ☐ Be patient.
- ☐ Offer practical help if needed.
- ☐ Respect their choices.
- ☐ Include them in conversations.
- ☐ Other:

Remember

One of the greatest gifts you can give an older adult is your time.

Listening, sharing memories and showing genuine interest helps people feel valued, respected and connected.

Every conversation is an opportunity to remind someone that they matter.

 safehavenconnect.org

 Safe Haven Connect CIC · Supporting people, families, carers and communities.

 SAFE HAVEN CONNECT CIC · REGISTERED CIC

Supporting an Older Adult

PAGE 3 – Communicating with Respect

Good communication helps older adults feel respected, included and valued.

Some people may experience changes in hearing, memory or confidence, while others communicate in exactly the same way they always have.

Take time to listen, be patient and communicate in a way that supports the individual.

Remember, every conversation is an opportunity to build trust and connection.

Helpful ways to communicate

- ☐ Speak clearly and calmly.
- ☐ Face the person when talking.
- ☐ Give them time to respond.
- ☐ Listen without interrupting.
- ☐ Reduce background noise if possible.
- ☐ Check they have understood.
- ☐ Be patient and respectful.
- ☐ Other:

Things that help them communicate

If communication becomes difficult, I can...

- ☐ Repeat information calmly.
- ☐ Use simple language if needed.
- ☐ Write things down.
- ☐ Be patient.
- ☐ Ask how I can help.
- ☐ Give more time to respond.
- ☐ Other:

♥ What helps us communicate well together?

♥ Remember

Everyone deserves to be listened to with patience and respect.

Taking time to communicate well helps older adults feel heard, valued and included.

Sometimes the greatest act of kindness is simply taking the time to listen.

 safehavenconnect.org

♥ Safe Haven Connect CIC · Supporting people, families, carers and communities.

Supporting an Older Adult

PAGE 4 – Encouraging Independence

Maintaining independence is important for confidence, dignity and wellbeing.

Even when someone needs extra support, involving them in decisions and encouraging them to do what they can for themselves helps maintain a sense of purpose and control.

Support should empower—not take over.

♥ Ways I can encourage independence

- ☐ Offer choices.
- ☐ Allow plenty of time.
- ☐ Encourage them to do tasks they enjoy.
- ☐ Respect their decisions.
- ☐ Support rather than take over.
- ☐ Praise their efforts.
- ☐ Encourage gentle physical activity where appropriate.
- ☐ Other:

♥ Things they enjoy doing independently

♥ Areas where they may need support

☐ Shopping.

☐ Housework.

☐ Cooking.

☐ Transport.

☐ Managing medication.

☐ Attending appointments.

☐ Personal care.

☐ Other:

♥ One thing I can do to help them stay independent

♥ Remember

Independence looks different for everyone.

The aim isn't to do everything without help—it's to support someone in doing as much as they comfortably and safely can.

Every choice, every achievement and every opportunity to stay involved helps protect dignity, confidence and quality of life.

 safehavenconnect.org

 Safe Haven Connect CIC · Supporting people, families, carers and communities.

 SAFE HAVEN CONNECT CIC · REGISTERED CIC

Supporting an Older Adult

PAGE 5 – Supporting Emotional Wellbeing

Growing older can bring many changes, including retirement, health conditions, reduced mobility or the loss of friends and loved ones.

These changes can sometimes affect emotional wellbeing, confidence and happiness.

By showing kindness, spending time together and encouraging meaningful activities, you can help an older adult feel connected, valued and supported.

 Signs they may need extra emotional support

- ☐ They seem quieter than usual.
- ☐ They appear lonely.
- ☐ They have lost interest in hobbies.
- ☐ They seem anxious or worried.
- ☐ They avoid social activities.
- ☐ They seem low in mood.
- ☐ They talk about feeling isolated.
- ☐ Other:

♥♥ What usually brings them happiness?

♥♥ Ways I can support their emotional wellbeing

☐ Visit regularly.

☐ Phone or video call.

☐ Encourage hobbies.

☐ Spend time outdoors together.

☐ Listen to their stories.

☐ Encourage social activities.

☐ Celebrate special occasions.

☐ Other:

♥♥ One thing I can do this week to brighten their day

Remember

A smile, a conversation or simply spending time together can make a meaningful difference.

Many older adults value companionship just as much as practical support.

Kindness, connection and feeling valued are powerful ways to support emotional wellbeing.

 safehavenconnect.org

 Safe Haven Connect CIC · Supporting people, families, carers and communities.

 SAFE HAVEN CONNECT CIC · REGISTERED CIC

Supporting an Older Adult

PAGE 6 – Looking After Yourself as a Supporter

Supporting an older adult can be rewarding, but it can also be physically and emotionally demanding.

Whether you're a family member, friend, neighbour, carer or volunteer, it's important to look after your own wellbeing too.

When you take care of yourself, you're better able to provide patient, compassionate and consistent support.

 How am I feeling today?

☐ Happy

- ☐ Calm
- ☐ Tired
- ☐ Stressed
- ☐ Overwhelmed
- ☐ Worried
- ☐ Frustrated
- ☐ Hopeful
- ☐ Other:

 This week I will...

- ☐ Take regular breaks.
- ☐ Get enough sleep.
- ☐ Eat healthy meals.
- ☐ Spend time outdoors.
- ☐ Talk to someone I trust.
- ☐ Make time for my hobbies.
- ☐ Accept support when it's offered.
- ☐ Practice self-care.
- ☐ Other:

♥ People who support me

1.

2.

3.

♥ One thing I will do for myself this week

♥ Remember

You don't have to do everything on your own.

Looking after yourself helps you continue providing the patience, kindness and encouragement that an older adult may need.

When you care for yourself, you're better able to care for someone else.

♥ Safe Haven Connect CIC · Supporting people, families, carers and communities.

♥ SAFE HAVEN CONNECT CIC · REGISTERED CIC

Supporting an Older Adult

PAGE 7 – Encouraging Social Connection and Community

Feeling connected to other people is an important part of healthy ageing.

As people grow older, they may experience retirement, reduced mobility or the loss of friends and loved ones, which can sometimes lead to loneliness.

Helping someone stay connected to family, friends and their community can improve confidence, wellbeing and quality of life.

♥ Ways I can encourage social connection

- ☐ Visit regularly.
- ☐ Phone or video call.
- ☐ Encourage family visits.
- ☐ Go for a walk together.
- ☐ Visit a local café.
- ☐ Attend community groups.
- ☐ Encourage hobbies and interests.
- ☐ Celebrate birthdays and special occasions.
- ☐ Other:

♥ Things they enjoy doing with others

♥ One activity we could do together

♥ How can I help them feel included?

♥ Remember

Feeling connected is just as important as practical support.

A conversation, a shared laugh or simply spending time together can brighten someone's day and remind them they are valued.

Every visit, every phone call and every moment of kindness helps reduce loneliness and build meaningful connections.

 safehavenconnect.org

 Safe Haven Connect CIC · Supporting people, families, carers and communities.

 SAFE HAVEN CONNECT CIC · REGISTERED CIC

Supporting an Older Adult

PAGE 8 – My Older Adult Support Plan

Every older adult has their own needs, preferences and life experiences.

A personalised support plan can help you provide compassionate, consistent and respectful support while encouraging independence, dignity and wellbeing.

Remember, the best support begins with listening.

 What helps them most?

- ☐ Regular visits.
- ☐ Phone calls.
- ☐ Practical help.
- ☐ A consistent routine.
- ☐ Time outdoors.
- ☐ Family contact.
- ☐ Help attending appointments.
- ☐ Quiet companionship.
- ☐ Other:

My Three Priorities

1.

2.

3.

People and Services That Can Help

1.

2.

3.

My Personal Reminder

When supporting an older adult, I want to remember...

Remember

Supporting an older adult isn't about doing everything for them.

It's about helping them remain independent, respected and connected while offering support when it's needed.

Kindness, patience and companionship are some of the greatest gifts you can give.

 safehavenconnect.org

 Safe Haven Connect CIC · Supporting people, families, carers and communities.

 SAFE HAVEN CONNECT CIC · REGISTERED CIC

Supporting an Older Adult

PAGE 9 – My Commitment as a Supporter

Congratulations on completing this workbook.

Supporting an older adult is about more than helping with everyday tasks.

It's about showing respect, protecting dignity, encouraging independence and helping someone continue to enjoy a meaningful life.

Every conversation, every visit and every act of kindness can make a lasting difference.

Remember, your presence is often just as valuable as the practical support you provide.

I Will Remember To...

- ☐ Treat them with dignity and respect.
- ☐ Listen to their wishes.
- ☐ Encourage independence where possible.
- ☐ Be patient and understanding.
- ☐ Spend quality time together.
- ☐ Support them to stay connected with others.
- ☐ Respect their life experiences and choices.
- ☐ Look after my own wellbeing too.

My Personal Reminder

When supporting an older adult, I want to remember...

My Support Promise

"I will support this person with kindness, patience and respect. I will value their life experiences, encourage their independence and help them feel heard, included and appreciated. I will continue to learn, listen and provide compassionate support that protects their dignity and wellbeing."

Signature: _____

Date: ____ / ____ / ____

Final Thoughts

Growing older should never mean feeling invisible or alone.

Your compassion, encouragement and companionship can help an older adult feel valued, connected and supported.

Thank you for taking the time to learn how to provide respectful, person-centred support.

Explore more free workbooks, resources and wellbeing tools at:

 safehavenconnect.org

© Safe Haven Connect CIC

 Supporting people, families, carers and communities with compassion, dignity and respect.