

I C O P E

INTEGRATED CARE FOR OLDER PEOPLE

CAREGIVER SUPPORT

Facilitator Guide: Module 15



World Health
Organization

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Introduction to the Guide

Welcome to the Facilitator Guide for the WHO Integrated Care for Older People (ICOPE). This guide serves as a roadmap for the facilitators, helping them navigate through the session while ensuring that key topics are covered and participants are engaged. It may also include tips, potential challenges and suggested ways to handle different situations that may arise during the session.

Iconography

The following icons are used in the Facilitator Guide to indicate the type of content being presented.

Icon	Action	Description
	Session Title	Indicates the name of the session being conducted.
	Session Objectives	Lists the learning objectives to be achieved.
	Timing	Indicates the duration of the session or activity.
	Show	Indicates the slide to be presented.
	Say	What to say or explain while facilitating. It will contain the recommended script/ answers to be discussed.
	Ask	Ask the participants a question and encourage them to respond.
	Do	What to do to facilitate an activity or provide guidance to learners.
	Play	Indicates a video clip to be presented.

Session Structure

This facilitator guide is organised according to the way you will present the material on each slide:

- **Show** – The slides
- **Say** – This is a scripted narrative outline for you.
- **Ask** – Questions to prompt dialogue with and among the participants
 - The dialogue associated with the questions should take between 5 to 10 minutes. However, you will need to use your best judgement about the time to dedicate to the question-and-answer sessions. Some sessions may last longer.
- **Do** – Prompts you to do an action

Keep in mind that this Facilitator Guide is only a roadmap. You are expected to apply your own voice and experience in making this tool work for you. The ‘Say’ sections are simply indications; you can use them as a script when you feel the need to, but you can and should adapt it to suit your natural training style.

Add your own personal touch and personality to every training, while being careful to stick to the session objectives.

A key component of successful face-to-face training is establishing trust and rapport with your learners. Use your own good judgment to assess the attitude and cultural sensitivities of the people in your workshop. Adapt your training techniques and approach accordingly.

You are going to be great at conducting this training.

Draft Version for field testing

Module 15: Caregiver Support

	Session Title:	Caregiver Support
	Timing:	10 min
	Session Objectives:	<ul style="list-style-type: none">• Explain the care pathways to support the caregiver.• Describe the support that can be offered to the caregiver.

Draft Version for field testing

Caregiver Support



Time: 10 min



Do:

- *Formal welcome*
- *Introduction of facilitator*



Show: Slide 1



Say:

Welcome to the Caregiver Support module.

As people age and their ability to care for themselves declines, it often falls on their spouse, family, or household members to provide care. However, this can take a toll on the caregiver's well-being. It's important for health and social care workers to keep an eye on the caregivers and make sure they get the support they need.

Let's get started!

Learning Objectives



Show: Slide 2

The slide is titled "Learning Objectives" and features the World Health Organization logo and the SCOPE logo (Draft version for field testing). It shows a blue background with a white curved arrow pointing upwards and to the right. A silhouette of a person pushing another person in a wheelchair is at the base of the arrow. The text states: "By the end of this module, you will:" followed by two bullet points: "• Explain the care pathways to support the caregiver." and "• Describe the support that can be offered to the caregiver."



Say:

Let's take a moment to understand what we aim to achieve by the end of this module:

1. We'll discuss the care pathways to support the caregiver.
2. Finally, we'll explore the care pathways to support the caregiver.

Supporting Caregivers' Well-being



Show: Slide 3

Supporting Caregivers' Well-being

When declines in intrinsic capacity and functional ability occur, caregiving responsibility typically falls on a spouse, family member, or other household member.

Depending on the older person's needs, providing care can affect the caregiver's well-being.

Community health or social care workers can monitor caregiver well-being and ensure they receive assistance for their own health and caregiving responsibilities.



Ask:

Before we dive into today's module on Caregiver Support, let me ask you all a question: Have you ever found yourself in a situation where you had to take on the role of a caregiver for a loved one experiencing declines in health or functional ability? How did it impact your well-being? Take a moment to reflect on your experiences.



Say:

Let's dive into this module and acknowledge the crucial role that caregivers play when older adults experience declines in intrinsic capacity and functional ability. Caregiving responsibilities often fall on a spouse, family member, or another household member. Consider how often this important role is played in an informal, under-recognised, and undervalued way.

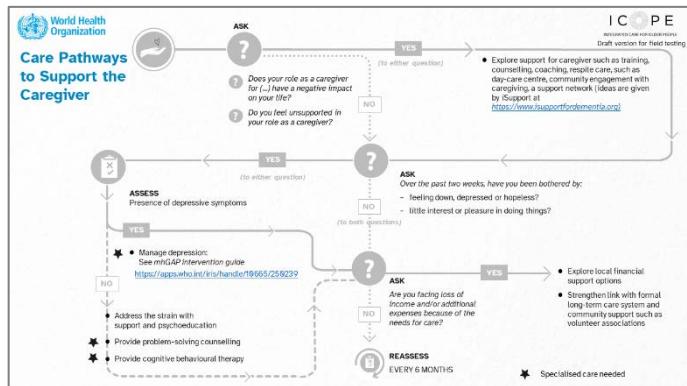
The care provided can significantly impact the caregiver's well-being as they strive to meet the diverse needs of the older person. It's vital for community health and social care workers to stay vigilant in monitoring caregivers' well-being. This ensures that caregivers receive the necessary support for their health and caregiving duties, ultimately creating a healthier and more sustainable caregiving environment.

Throughout this module, let's explore how we can effectively support caregivers and the best practices for ensuring their well-being.

Care Pathways to Support the Caregiver



Show: Slide 4



Say:

Let's take a closer look at this flowchart outlining the Care Pathways to Support the Caregiver. This pathway is designed to help us identify and address the well-being of caregivers in a systematic and supportive manner.

We start by asking the caregiver two key questions: '*Does your role as a caregiver have a negative impact on your life?*' and '*Do you feel unsupported in your role as a caregiver?*'. If the answer to either question is 'Yes,' we move forward to explore various supports for the caregiver, such as training, counselling, coaching, respite care, or community engagement. An excellent resource for this is the iSupport programme for dementia caregivers, available at <https://www.isupportfordementia.org>.

Next, we need to explore the possible presence of depressive symptoms by asking if, over the past two weeks, the caregiver has felt down, depressed, or hopeless, or if they've experienced little interest or pleasure in doing things. If depressive symptoms are present, we manage depression according to the mhGAP intervention guide, available through the following link:

<https://apps.who.int/iris/handle/10665/250239>.

If no depressive symptoms are identified, we then address the caregiver's strain with support and psychoeducation, problem-solving counselling, or cognitive behavioural therapy.

We also need to consider the financial impact of caregiving by asking if the caregiver faces loss of income or additional expenses due to caregiving needs. If financial strain is present, we explore local financial support options and strengthen links with formal long-term care systems and community support such as volunteer associations.

Finally, we reassess the caregiver's situation on a regular basis to ensure continuous support and adjust the care plan as needed.

This pathway provides a structured approach to ensure caregivers receive comprehensive support, addressing both emotional and practical aspects of their well-being.

Ask the Caregiver



Show: Slide 5



Say:

Now, let's discuss further the essential areas we need to explore with every caregiver we interview to ensure they may be comprehensively supported in their tasks.

First, we ask about the burden of caregiving. This helps us understand the challenges they face and can lead us to identify practical strategies to support them. It's important to recognise the weight of their responsibilities and provide solutions that can lighten their load.

Second, we inquire about the core symptoms of depression. By identifying these symptoms, we can prompt a full assessment for depression if needed. Early detection and intervention are crucial for maintaining the mental health of caregivers.

Third, we address the financial costs of caregiving. This aspect often goes overlooked but is vital for caregivers who might be facing loss of income or additional expenses. Identifying these financial strains allows us to guide caregivers to local financial support options and organised social care services available in their community.

By systematically asking about these three areas, we can better support caregivers, ensuring they have the resources and assistance they need to maintain their well-being while providing care for others.

Assess Depressive Symptoms of the Caregiver



Show: Slide 6

Assess the core symptoms (e.g., feeling down, depressed, or hopeless, lack of interest or pleasure) reported by the person.

ASK:
"Over the past two weeks, have you experienced:"

- Trouble sleeping or sleeping too much.
- Fatigue or low energy.
- Changes in appetite.
- Negative self-perception or feelings of failure.
- Difficulty concentrating.
- Changes in physical movement (slowed or restless).
- Thoughts of self-harm or death.



Say:

Now, let's move on to assessing depressive symptoms in caregivers, which is a critical part of our support process. We need to be vigilant in identifying signs of depression to provide timely and appropriate interventions.

To begin with, we assess the core symptoms by asking the caregiver if they have experienced, over the past two weeks, symptoms like:

- Feeling down, depressed, or hopeless.
- Lack of interest or pleasure in activities.

If the caregiver reports experiencing at least one of these core symptoms, we should proceed with a further assessment of their mood. Remember, it's important to use alternative words if the caregiver is not familiar with the terms 'depressed' or 'hopeless.'

Next, we explore more deeply the possible presence of additional symptoms of depression. We may say: '*Over the last two weeks, have you been bothered by any of the following problems?*'

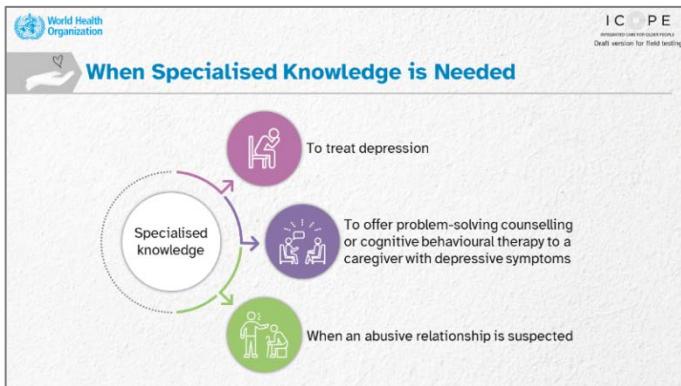
- Trouble falling or staying asleep or sleeping too much.
- Feeling tired or having little energy.
- Poor appetite or overeating.
- Feeling bad about yourself, feeling like a failure, or feeling like you have let yourself or your family down.
- Trouble concentrating on things, such as reading the newspaper or watching television.
- Moving or speaking so slowly that other people have noticed, or being so fidgety or restless that you have been moving around more than usual.
- Thoughts that you would be better off dead or thoughts of hurting yourself in some way.

By systematically asking these questions, we can better identify caregivers who might be struggling with depression. This allows us to provide the necessary support and resources to help them manage their mental health while fulfilling their caregiving responsibilities.

When Specialised Knowledge is Needed



Show: Slide 7



Say:

When supporting caregivers, specialised knowledge and intervention are essential in key situations:

1. When treating depression: It's crucial to refer caregivers with significant depressive symptoms to mental health professionals for appropriate treatment and support.
2. For offering problem-solving counselling or cognitive behavioural therapy to a caregiver with depressive symptoms: Trained professionals can guide caregivers through these structured treatments, helping them develop coping strategies and improve their mental health.
3. When an abusive relationship is suspected: It's vital to involve specialists who can assess the situation and provide necessary interventions to ensure the safety and well-being of the caregiver.

Recognising when to seek specialised knowledge and assistance is crucial in providing comprehensive and effective support to caregivers. It ensures they receive the professional help they need in these sensitive and critical areas.

Offer Support to Caregivers



Show: Slide 8

The slide features the WHO logo and the ICPE logo (Intergenerational Care for People with Dementia, Draft version for field testing). The title 'Offer Support to Caregivers' is displayed with a hand icon. The content includes:

- Backed and supervised through the health and social care services, trained professionals and paid caregivers should support unpaid caregivers.
- In the community, health and social care workers can create a network to support of unpaid caregivers.
- iSupport:** a WHO online training programme that can help caregivers of people living with dementia (<https://www.isupportfordementia.org>).
- Focus on the primary caregiver.
 - Ask what tasks are performed, how and how often.
 - Look for aspects of care that may be helped.

A photograph shows a healthcare worker in blue scrubs holding hands with an elderly woman sitting on a couch.



Say:

Let's discuss how we can offer effective support to caregivers. It's essential that unpaid caregivers receive adequate backing and supervision through health and social care services. Trained professionals and paid caregivers play a critical role in supporting these unpaid caregivers.

In the community, health and social care workers can establish a network to provide continuous support to unpaid caregivers. Creating a supportive network helps ensure that caregivers have access to necessary resources and assistance when needed.

One valuable resource is iSupport, a WHO online training programme designed to help caregivers of people living with dementia. You can access this programme at <https://www.isupportfordementia.org>. This tool offers practical advice and strategies for managing the challenges associated with caregiving for dementia patients.

When focusing on the primary caregiver, it's important to:

- Ask about the specific tasks they perform, how they perform them, and how often.
- Look for aspects of their caregiving duties that may benefit from additional support or intervention.

By providing targeted support and utilising available resources, we can significantly improve the well-being and effectiveness of caregivers in our communities.

Caregiver Support: Health & Social Worker Actions



Show: Slide 9

Health and social workers can:

- Provide caregiver training for specific care skills, such as managing difficult behaviour.
- Arrange practical support, like respite care, when caregiving becomes burdensome.
- Explore social benefits or support for individuals with functional loss of ability.

Give Advice

- Give advice to acknowledge the stress and complexity of caregiving, including feelings of bereavement over the loss of the previous relationship.
- Encourage the involvement of older people in decision-making to respect their dignity and autonomy.

Arrange respite care

- Arrange respite care to relieve caregiver burden and maintain a healthy relationship, allowing caregivers to rest or engage in other activities.

Offer psychological support

- Address caregiver stress, especially in complex care situations with high strain on the caregiver.



Say:

Let's look at how health and social workers can play a vital role in supporting caregivers through various means.

First, they can provide caregiver training for specific care skills, such as managing difficult behaviour. This training equips caregivers with the tools they need to handle challenging situations more effectively.

Second, arranging practical support, like respite care, is crucial when caregiving becomes burdensome. Respite care offers caregivers a much-needed break, allowing them to rest and recharge.

Health and social workers can also explore social benefits or support for individuals experiencing functional loss of ability. This helps alleviate some of the financial and practical pressures on caregivers.

When giving advice, it's important to acknowledge the stress and complexity of caregiving. Recognise the emotional challenges, including feelings of bereavement over the loss of the previous relationship with the care recipient. Encouraging the involvement of older people in decision-making is also key. This respects their dignity and autonomy, making them feel valued and respected.

Arranging respite care is another critical support measure. It relieves the burden on caregivers and helps maintain a healthy relationship between them and the care recipient by allowing them time to rest or engage in other activities.

Lastly, offering psychological support is essential, particularly in complex care situations that strain the caregiver. Addressing caregiver stress through counselling or support groups can significantly improve their overall well-being.

By implementing these strategies, health and social workers can provide comprehensive support to caregivers, ensuring they have the necessary resources and assistance to manage their responsibilities effectively.

Summary



Show: Slide 10



Summary

ICCOPE
Draft version for field testing

- Caregiver support is assessed in three key areas:
 - Burden of caregiving
 - Core symptoms of depression
 - Financial costs of caregiving
- Support for caregivers should be provided by trained professionals and paid caregivers, backed by health and social care services.
- Community workers can establish networks to support of unpaid caregivers.
- Focus support efforts on the primary caregiver by understanding their tasks and identifying areas where assistance may be beneficial.



Do:

Go through the slides and recap the points discussed during the session.