

Supporting people to prepare

You can help the person you're supporting with preparing for eventualities that may arise. This can help people feel less anxious, and help things seem less uncertain in this uncertain time.

- Ensure that the person you're supporting has a second 'Friend' volunteer paired with them in a different household, as well as you.
- Help the individual construct a one-page summary for any Health/Social care worker needing to visit/have telephone contact, to assist in the future.
- Create a plan for the circumstances in which you may not be able to help them.
- If they're a carer, support them with making an emergency plan in the instance that they cannot fulfil their caring role. See **Unpaid carers**

If the person you're supporting needs further help and is aged 50 or over they can contact Age Cymru Advice on **0300 303 44 98**, available 9:00am to 4:00pm, Monday to Friday, or email **advice@agecymru.org.uk**

If the person you're supporting needs further help and is aged under 50, they can call Citizens Advice on **0800 702 20 20**, available 9am to 5pm, Monday to Friday, or visit **www.citizensadvice.org.uk/wales/**
