

Script for introducing the HELP App

A guide to conversations with patients, clients and carers about mobilising social and practical support through the HELP App.

Familiarise yourself with the script, refer to it as needed and adapt it to suit you as you get more confident



BEGIN THE CONVERSATION:

- Now that we've talked about some of the services that could help you, we need to spend time talking about your social supports as a part of your care plan. Your support network, no matter how big or small, will help you get through this challenging time. We recommend it to everyone because it's as important to your wellbeing as the medical care.
- I'd like to tell you about a very important resource that matters as much as other services. The free HELP App is recommended for people in your ... [end of life situation] ... to help your family and friends coordinate social and practical support together.
- I noticed that you mentioned ... [a friend or family member] ... that has been supporting you, let's talk more about the support network you will need to help you get through this time ...

IMPORTANT MESSAGING:

- Asking for or accepting support at this time is AS important for you and ... [your person at EOL] ... and your ... [children, family, parents etc] ... as attending medical appointments.
- Having friends, family, colleagues or neighbours doing helpful tasks for us can make a positive difference at this time. It can lighten your load and improve your wellbeing as a ... [carer, partner, caring friend etc].
- We know through research that people WANT to help, they just don't know how, or don't want to get it wrong. People that care about you or ... [your person at EOL] ... want to feel useful to you. Giving them a job to do helps them feel better too!
- Your friends, family and other social connections feel better when they:
 1. know what you need,
 2. have some flexibility in choosing how to help you in a way that fits into their schedules,
 3. when they know they are not the only ones helping – that they are a part of a broader network of support in the HELP App.

NORMALISING CONCERNS:

- I know it is hard to ask for and accept help and support, I understand. But it does get easier as you start doing it.
- I know you don't want to be a burden, but we know from the research that people don't see 'helping out' as a burden. When friends and family are working together, they see it as a privilege.
- Could you consider for a moment how you would be willing to do what you can if someone else was in the same position as you?

TALKING ABOUT THE HELP APP:

- The free HELP App was created by a university to make it easier to ask for, offer and accept help when someone is ... [living with terminal illness, in palliative care].
- People that know and care about you and ... [your person at EOL, your children, family etc] ... are invited to join the HELP App via text message.
- Inside the HELP App you can; list tasks that you would like support with, coordinate support, roster appointments, provide updates, and have private conversations with your inner circle.
- It is a great job for a friend, cousin, or adult child for example, to do for you.
- Once you have downloaded and set-up the HELP App, you simply add a few things you would like support with (start simple!) and invite one or two people to help you get started.

HOW WE CAN SUPPORT YOU:

- Here is some information about asking for some social and practical support through the HELP App. Shall I help you download the app now and invite 2 or 3 friends?
- I can send you information about free webinars that will help you build confidence, or you can find the links on the Healthy End of Life Program website resources page.
- I'd like you to go and discuss this with your family and friends. When we connect again, we can chat about how it went. It's important that your social wellbeing is planned for just as much as your medical care and services.