Practical support in everyday care

When everything feels too much

Understand what may be happening

Find out which demands, uncertainties or responsibilities are pressing now. Overload may reflect practical hardship, inaccessible services, illness or institutional pressures—not a lack of coping skills.

Consider what can be changed

Reduce avoidable interruptions, conflicting instructions and unnecessary decisions. Clarify priorities, adjust schedules where possible, and ask whether the service can remove or share a burden.

Offer practical support

Help with an appointment, form, transport arrangement, communication or another task the person chooses. Coordinate with colleagues so the person does not have to repeat information unnecessarily. Consider whether staff or service expectations can be changed rather than asking the person to carry the whole burden. Explain one thing at a time.

Explore something together

Sort immediate needs from things that can wait, complete one manageable part of a task, or take a break if the person wants one. A plan should reduce demands, not become another assignment.

Choice and safety

Do not take over decisions without appropriate authority or consent. Respect privacy and professional boundaries. Escalate unmet essential needs, safeguarding concerns or serious risks through the relevant pathway. Do not frame structural problems as individual failure.

Possible invitation: “What could I take care of or make easier right now?”

Evidence note: NICE NG197, Australian national healthcare standards, Canadian recovery-oriented guidance and NHS England support understandable communication, partnership and attention to service-related burdens. Specific burden-reduction actions are practical adaptations, not validated treatments for overwhelm.