



***Kingdom-led care support for churches and families,  
on the journey of cognitive change.***



## **When to Refer Someone to**



**REMEMBER  
THE Carer**

A Guide for Churches & Christian Ministry Organizations



Kingdom-led care support for churches and families,  
on the journey of cognitive change.

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## The Purpose of a Referral

*Dementia and cognitive change are not just medical issues — they are deeply human and spiritual experiences. They affect memory, communication, identity, relationships, and faith. They also place heavy, often unseen burdens on caregivers and families within our congregations.*

*Churches are uniquely placed to notice these needs early — and wisely connect people to support that walks alongside faith, family, and community life.*

**The person you refer may be a person living with cognitive change, a caregiver, or a family member.**

### When to Refer a Client to Remember The Carer:

 **When Someone in Your Church Is Living with Cognitive Change.** Refer when an individual:

- Is becoming confused, withdrawn, or anxious
- Struggles to follow conversations, worship, or routines
- Appears embarrassed, frustrated, or fearful about changes
- Begins to disengage from church life

**People often withdraw from church not because they no longer believe — but because they no longer feel understood.**

 **When Caregivers Are Quietly Struggling.** Refer when caregivers:

- Look exhausted, overwhelmed, or emotionally drained
- Stop attending regularly or serving as they once did
- Minimise their own needs while caring for others
- Carry responsibility without asking for help

 **Caregivers in churches are often deeply faithful — and deeply exhausted. Early support can prevent burnout, isolation, and crisis.**

**When Pastoral Care Needs Are Growing Beyond What the Church Can Hold Alone.** Refer when:

- Conversations become ongoing and emotionally heavy
- Pastors or volunteers feel stretched or unsure how to help
- Families need regular guidance beyond prayer and presence
- The same concerns arise repeatedly without resolution

**Referral is not abandonment — it is an act of wisdom and care that protects both families and ministry teams.**



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## When to Refer a Client to Remember The Carer:



### When Dementia Is Affecting Participation in Church Life. Refer when:

- Families are unsure how to include a loved one in worship
- Behavioural changes cause discomfort or misunderstanding
- Leaders want to be welcoming but lack confidence
- The church wants to become more dementia-friendly

**Support helps churches remain places of belonging, not pressure.**



### When Faith, Grief, and Identity Questions Emerge. Refer when:

- Individuals or caregivers wrestle with grief, loss, or fear
- Families ask spiritual questions alongside practical ones
- The journey feels long, confusing, or lonely

**Dementia brings layered losses. Families need space to process these gently and over time.**

## What Remember The Carer Provides

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- ✓ Dementia and cognitive-change education (non-medical)
- ✓ Support for people living with cognitive change
- ✓ Caregiver and family wellbeing support
- ✓ Practical guidance for daily life and communication
- ✓ Emotional and relational support
- ✓ Ongoing accompaniment between church and clinical care

### What Remember The Carer Does NOT Provide



Remember the Carer is non-clinical and does not provide diagnosis or assessment, medical or psychological treatment, medication advice or management; or clinical decision-making, or replacement of physician-led care. We do not bill insurance. Clinical care remains with the treating provider, we serve and support as non-clinical part of your Provider-led care team.



# Referral Conversation Prompts

## For Churches & Christian Ministry Teams

### Supporting people living with dementia and the families who care for them

#### Purpose:

To help church leaders and volunteers have compassionate, respectful conversations when dementia or cognitive change is affecting someone in the congregation — and to gently introduce additional support without extending pastoral burden or replacing pastoral care.

#### Guiding Principles (Read First)

- You don't need to fix or explain everything
- Presence comes before solutions
- Referral is an act of care, not a hand-off
- Support strengthens faith and community, it doesn't replace it

**Dementia brings layered losses. Families need space to process these gently and over time.**

#### Opening the Conversation (Gentle & Human)

##### When you notice change, struggle, or withdrawal

"I wanted to check in and see how you're really going. This season looks heavy, and you don't have to carry it alone."

##### Why it works:

It communicates care without assumptions or labels or causing alarm.

#### Naming What You See (Without Diagnosis)

##### When changes are becoming visible

"Many families walk through seasons where memory, energy, or daily life start to feel harder. It's very common — and very human."

##### Why it works:

Normalises the experience without naming dementia or causing alarm.



## Acknowledging Caregiver Burden

### When someone is caring for a spouse, parent, or loved one

“Caring for someone you love takes a lot — emotionally, physically, and spiritually. Often carers don’t get much support themselves.”

#### Why it works:

Caregivers often feel seen for the first time when this is named.

## Setting Gentle Pastoral Boundaries

### When conversations are becoming ongoing or overwhelming

“We want to continue walking with you spiritually, and it’s also important you have practical support beyond church conversations.”

#### Why it works:

Protects pastors and volunteers while affirming continued care.

## Introducing Remember The Carer (10–15 seconds)

### Simple, non-threatening language

“There’s an organisation called Remember The Carer. They support people living with cognitive change and the families who care for them, with education and wellbeing support, alongside faith and community care.”

#### Optional follow-up:

“They don’t replace medical care or the church — they walk alongside.”

### If Someone Hesitates or Says “We’re Fine”

“That makes sense. Many people wait until things feel urgent. I’d rather you know support is there early, just in case.”

### If Someone Feels Guilty or Reluctant

“Accepting support isn’t a lack of faith — it’s wisdom. Even Jesus sent people out two by two.”

## Closing the Conversation with Reassurance

“We’ll continue to pray and walk with you. This is simply another layer of support so you’re not carrying everything alone.”