

Healthcare

Practising follow-up questions



Start a conversation about the resident's first car.

“Tell me about your first car.”

“I remember it well. It was a big old Ford Falcon sedan.”



Show interest and ask for a description. Start with “Really? What...?”

“Really? What was it like?”



“Well it was big, white and comfortable. A lovely, old car that one. Very smooth and fast too.”

Ask about the purchase of the car. Start “Sounds nice. Where ...?”

“Sounds nice. Where did you buy it?”

“My husband bought it new with his first pay packet from his job. He used to drive into the city every day on the Southern Motorway.”



Respond to this. Ask a follow-up question starting with “So, where ...?”

“So, where were you living in those days?”

“Down the line in Papakura. It was all very different then of course.”



***Ask about a memorable journey.
Start: “Do you remember ...?”***

“Do you remember any special trips
you made in it?”

“Yes. We used to drive down to see my cousin down in Whanganui in it every year. All the way along the Desert Road with three kids in the back.”



Respond to this and ask what happened to the car.

“That’s quite a journey with kids.
How long did you have the car for?”

“We had it for a few years. Can’t remember what happened to it. My husband loved that old car. He used to wash it every weekend.”



So, remember, respond to what the other person has said and ask a follow-up question. You can start these with:

When ...?

Where ...? / Whereabouts ...?

What ...?

Who ...?

How ...?

You can also use:

Tell me (more) about that ...

Show me (on the map / photo)...

It's easier for someone to answer yes / no questions. So, sometimes it's a good idea to ask a yes / no question first. This helps your client get their thoughts together:

Carer:	Did you use to ride when you were a girl.
Resident:	Yes. Every day on the farm.
Carer:	Tell me about that.
Resident:	It was the only way to get about the farm. I loved it ...

Practice

Tell me about a special trip you've made.

Tell me how you used to celebrate special occasions when you were growing up.

Tell me about how you left home.

Summary

- In caring for someone, it helps to understand the things that are important to them.
- Take time to find out about your clients' lives and memories.
- Start the conversation. It's easier when you're in control. Show interest in what your client says.
- Ask follow-up questions to prompt their memory and encourage them to say more.