

Mum Says She Won't Go

A practical guide to talking about a first Day Club visit

You think Mum would enjoy some company. You have found somewhere with activities she might like. But before you can explain, she says: **"I'm not going."**

You may feel stuck between respecting her wishes and wanting her to have more support. This guide helps you explore her worries and plan a first visit. It works for Dad, a partner or another family member too.

Start by listening to what worries her

She may be wondering who will be there, whether you will leave, how she will get home or who will help if she needs the toilet. She may simply dislike the idea.

Try one question, then give her time:

"What worries you most about going?"

If that is too broad, try: "Is meeting new people worrying you?" Listen before offering an answer. You do not need to agree a regular day or a full-day visit in this conversation.



Your Care

Thoughtful care from our family to yours



Words you can use

Keep it brief • Give her time • Respect her response

Choose a time when Mum is comfortable and you can give her your attention. Use your usual adult tone and words that sound natural to you.

“I don’t need looking after”

“I hear you. I thought you might enjoy some company and the music. Would you like to meet the team with me?”

Start with an interest she enjoys. Be honest about where you are going and the support available.

“I won’t know anyone”

“That can feel awkward. We could meet the team together first.”

Ask who will welcome you so you can give Mum a name and explain the visit.

“Are you leaving me there?”

“For this visit, we can go together. We’ll agree the plan with the team before we go.”

Only promise what you have arranged. Explain whether you are staying and how you will get home.

If the answer is still no

“Okay. We don’t have to decide today.”

Pause if she becomes upset. Avoid arguing or repeated persuasion. Respect her response.

Make the visit feel familiar

An activity and a cuppa can be your first step

Tell the team that Mum is unsure. Arrange a visit together and agree a clear plan for arriving, staying and leaving.

Before you leave home

Share what matters. Tell us her preferred name, interests and what helps her feel comfortable. Mention mobility, hearing, dietary or personal care needs. Include Mum in the conversation.

Agree the plan. Check who will welcome you, which activity is planned, whether you can stay together and for how long. Arrange travel, what to bring and what to do if Mum wants to leave.

“Shall we go and meet your friends?”

Mention the activity you have booked. Showing Mum a real photo of the club may help you explain the plan.

Afterwards notice how it felt

Ask what she liked, if she wants to talk. Watching an activity is part of a first visit too. If she was unhappy, discuss why before deciding on another visit. A day club may not be the right fit for everyone.



Your Care

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Come and meet Your Care

Company, activities and support in Hanham

You don't have to start with a full day. Book in to enjoy an activity and a cuppa with Mum or Dad, meet our team and see how it feels.

Tell us what they enjoy and what is making them unsure. We can discuss their needs and plan a first visit together.

About our Dementia Day Club

We welcome a maximum of 10 guests, with a dementia-trained team, consistent faces and time to get to know each person.

Activities include music, quizzes, games, arts and crafts, and chair exercise. Support with eating, drinking, toileting and personal care is available. Discuss your family member's needs with us before booking.

Monday to Friday, 10:30am to 4:30pm

111 High Street, Hanham, Bristol, BS15 3QG

Free Tuesday trial day in October

During October 2026, we are offering a **free trial day on Tuesdays only**. Call to discuss suitability and available dates, and arrange your booking. Start with an activity and a cuppa visit if that feels more manageable.

Call 0117 947 7422

Or message us to have a chat.

You can simply say: "I've read your guide. Mum is unsure about coming. Could we arrange a visit together?"

Further reading: Alzheimer's Society, "How to communicate with a person with dementia". Our communication suggestions draw on advice about listening, allowing time and keeping choices manageable.

[Read the Alzheimer's Society communication guide](#)

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