Sammendrag:
Aim: Dette artikelen ilminner informelle vurderings erfaringer som nødvendige for å involvere seg i samarbeid med personale i sykehjem. 
Background: Several studies show that there is a need for a better collaboration between health professionals and families. 
Methods: The study has a qualitative approach. Data were collected by means of interviews with eleven family members comprising wives, husbands, daughters, sons and daughters in law. The transcribed material from the interviews was analysed and categorised before interpretation. 
Findings: The results revealed that good communication, relationships and resources were a prerequisite for collaboration and involvement. The family members described the importance of being “seen” by the staff, but most of them deplored the lack of specific and professional information based on their individual needs. There also appeared to be a need for a clarification of roles between staff and family members to clarify what they expect from each other as a prerequisite for cooperation. 
Conclusion: It is required with a change in attitudes among staff to create an individual approach for informal carer involvement. Such change in attitudes may take place through systematic use of information, with time to listen to the stories told by the carers, and through that meet their needs. At the same time lack of resources and a high turn-over may influence the possibility of availability and continuity.

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