

Getting to Know You

Examples

Bruce Lodge – Ken

Transcript

[Lisa Martin talks to an off-camera interviewer about Ken, who lives at Bruce Lodge.]

Lisa Martin: So Ken, who lives here at Bruce Lodge, was a professional Stockport County player in his younger life and because of obviously his dementia and coming into residential care, that link had been lost and that was a really big and important part of Ken's life. Not only did he play for them professionally, when he actually retired from football, he actually worked at Stockport County and worked behind the bar with his wife. So it was a really big part of his life. So what we did is we regained links with Stockport County and we matched him with Sarah who had a really big want to actually go to a football match and enjoy football, which she had never actually done. So we matched those two people together, which was Ken and Sarah, regained links back with Stockport County. So what Ken has actually done as part of his profiling and his personalisation, which is his outcome, is actually gone back to Stockport County and watched several games. He's also been to the local pubs where he used to go so when he goes in, because he's a bit of a hero for Stockport County, and that's part of his personality of wanting and enjoying that. When he goes into the pubs for a pub lunch with Sarah, because he is so well known, he gets a real big buzz out of that and he feels very, very special again and it brings back all his memories of when he was the star that he was at Stockport County.