

Getting to Know You

Examples

Bruce Lodge – Lisa Martin

Transcript

[Lisa Martin talks to an off-camera interviewer about her experience of working as a manager at Bruce Lodge since one-page profiles were introduced.]

Lisa Martin: I'm Lisa Martin and I'm Homes Manager here at Bruce Lodge. Bruce Lodge is a residential home here in Offerton, Stockport. It's for people who have a form of dementia and there's 43 people who live here. One-page profile is, one piece of paper obviously, where you can look at that piece of paper and if you have never met a person before, get a real essence about what's important for a person and how best to support that person to achieve those things that are important to them. Every single role within Bruce Lodge, people have done a one-page profile, so that includes myself, the care assistants, the housekeepers, cooks, night-carers. So every single staff group member has done a one-page profile. Well as a manager it's extremely useful, because even though I'd worked with the people that work here for quite some time, it gave me an opportunity to find out about that person and how best to support them at work really. So it was immensely useful for me to be able to support them as a staff group. It was a really good training session to get to know each other, which even though I've worked with people and people have worked with each other for practically about four years at that time, it gave us a really good understanding of what makes that person tick and what's really important to that member of staff. So probably for the first time we got to know each other in more of a personal manner than just coming to work and working with each other. I think there is a complete change of atmosphere, there's a feeling of excitement. I think staff are really anxious now to be matched with somebody, because what it means is that they are doing things that perhaps they wouldn't normally do if they were coming to work. They are doing and achieving things that perhaps they wanted to achieve, they are going places and doing different things with people. In particular, one member of staff who went to art college, who is really really good at art, because she started a family she had to finish art college, and because the person she is matched with is quite a professional artist, they have been matched together so that's given an interest of that

passion of a member of staff with that person who lives here. So they are doing things that they would like to do in their normal life really.