

Getting to Know You

Examples

Bruce Lodge – Lynn Perkin

Transcript

[Lynn Perkin talks to an off-camera interviewer about how the introduction of one-page profiles has helped her mother, who lives at Bruce Lodge.]

Lynn Perkin: Hello my name is Lynn Perkin... uh, my mum is a resident here at Bruce Lodge... only since October last year, but I live abroad in Dubai, it's critical for me to feel that she is in a safe and nurturing environment.

I met a very nice lady who came in and, interviewed both myself and my mum. My husband happened to be there at the same time. We talked about what had made mum's life happy before she came into residential care and what things were important to mum and us as a family. Clearly one of the major things for us, with me living so far away, is that contact is important. Not just phone calls but perhaps visual contact, and we were able to achieve that by setting up a Skype scenario via the computer, which was very alien to mum, but the staff here at The Lodge help her in that and sit her at the computer. And that's a great step forward for us.

We talked about her love of animals and because mum is essentially, she's not a terribly gregarious person, but she does enjoy one-to-one contact. She's still quite physically fit, and loves to get out. A very kind member of staff, who has a dog, takes mum dog walking.

And also to my amazement the staff have managed to get my mum out swimming. She's eighty-three and to my knowledge has never been to a swimming pool before, so, I mean, that's an amazing achievement. And so, as I say, even though she isn't a particularly gregarious person, and not terribly good in big group events, she responds terribly well to this one-to-one setup that's going on here at Bruce Lodge. And that's very valuable to me, again being so far away, to know that there is somebody almost taking a special interest in her. I hate to think of her as being sort of left out or alone a lot of the time, so it's great, it's working really well.

We had a Skype conversation with my husband, and that was great, he was able to walk our computer around the house there in Dubai and show my mum a little bit of the environment we live in. It was just really valuable to

see...it just feels so much closer than a telephone call. It worked very well and hopefully it also will enable our four children, who are dotted all over the place as well, to make occasional Skype calls to their 'Grammy'. And I just feel it's important to keep that visual stimulus up so that hopefully she can retain her memories of us for even longer.

I was phoned by a member of staff asking if I could provide some monies for mum to have a swimming costume. I was a little amazed at this saying "Well I don't think my mum swims, she doesn't swim" and they said "Well we asked her and she was very keen to go". So I naturally encouraged that, and we discussed it before she went. I said it may well be that she declines to go in the water when she gets there but we all felt that it was good for her to just get out and about, even if she just sat on the side in the end. As it was, she was persuaded, I think quite willingly, to go into the pool. I believe she had a rubber ring and floated around quite happily, and thoroughly enjoyed the experience and she's very looking forward to going again. As I say it's been an amazing thing for us, because as I say, my mum has always said that she loathes water, but clearly she's had an epiphany of some sort I think.