

Getting to Know You

Examples

Bruce Lodge – Winifred and Maureen

Transcript

[Maureen Roscoe sits with her mother Winifred, who lives at Bruce Lodge. An off-camera interviewer asks them about their experience of one-page profiles.]

Maureen Roscoe: My name's Maureen Roscoe.

Winifred: Her's is Maureen Roscoe.

Maureen Roscoe: And you're my mum.

Winifred: I'm her mother.

Maureen Roscoe: Mum came in to Bruce Lodge in November 2011. She was distressed, distraught and it took her about two weeks to calm down. Language skills not too good, memory quite patchy, not able to care for herself. In early 2012, we were introduced to the personalised care system and immediately we thought, oh right, this was an absolutely fabulous idea because Bruce Lodge is wonderful and the staff are wonderful, but there's 42 beds here and they can't cope with everybody so some things have got to be generalised. Mum very very strongly still held onto the fact that she was a housewife and she did domestic chores and things etc etc. The things we used to calm her down were, oh let's do a bit of dusting, let's sort out these cupboards today etc etc but it was limited because we could do that at visiting time and of course the staff have got their own sort of like structure to attend to. We realised that and we saw that it was our duty to stimulate mum in the way we used to stimulate her. Right, well that changed because we were asked on a one-to-one basis what made mum tick, so of course that was easy because we said "domestic chores, dusting, hovering, cleaning". "Oh right we can do that, that's no problem." So the staff were each sort of like matched to a resident that was involved in the course and mum was matched to one of the housekeepers. Well of course they both jelled absolutely fantastically and mum started to do the mirrors in the bedrooms and the dusting and the cleaning. She was absolutely, oh she was just so happy to be doing it and our old mum came back because she started to sing, but more than that it gave us a platform as a family. Life has become a lot easier for mum – a lot happier for mum.