

# Getting to Know You

## Live example – How to support Phil

### Transcript

**Kay:** So the next section we're moving to is how to support you. Now first of all, let's establish what kind of support you want.

**Phil:** Well, see most of it would involve physical support rather than mental support. Um, it would be especially important to have a working knowledge and understanding of spinal cord injury. Ah, it's quite a complex problem and ah....

**Kay:** So you feel you don't need particularly emotional support, that it would be physical support?

**Phil:** It would be more physical support.

**Kay:** That you can't physically manage.

**Phil:** Yeah. Because, because my hands don't work. I don't have grip. So it, it could involve anything. Really, especially physical things that I can't do. Like picking stuff up off the floor which I invariably drop stuff.

**Kay:** If someone supported you in an archery tournament. How would they physically support you there?

**Phil:** Well with archery of course, it starts from loading the equipment into the car, driving me somewhere, getting me to the line, the shooting line, setting up all my equipment, which can involve maintenance and just all the things that I need and wear. And also includes loading my arrows, because I can't do that, going to collect my arrows from the target once they've got there. It's practically everything apart from the actual shooting part.

**Kay:** Also. How would one physically support you in inclement weather for instance? Is that a part of it?

**Phil:** The other main problem is that for not moving about when it is a particularly sunny and hot day I need plenty of fluids, I may need shade which

could involve par, holding a parasol ah, getting my drugs and things like that, that I need to take throughout the day.

**Kay:** And you said that a good understanding of spinal cord injury would be essential so that someone supporting you would be able to recognise the signs that you were in distress.

**Phil:** Exactly, yes. And anything that they don't know about me specifically they would only need to ask.

**Kay:** Okay

**Phil:** I'm very much up for people asking me straight out questions.

**Kay:** Okay.

**Phil:** About...

**Kay:** To support you by being very straight.

**Phil:** Yep. Honest and upfront and asking me, anything they need to know.

**Kay:** Okay.

**Phil:** I'm more than happy to tell them.

**Kay:** For this part we'll just assume that I'm in hospital and I'm not able to do my role.

**Phil:** Right.

**Kay:** How can someone support you?

**Phil:** The most important thing would be continuity of care. So, doing everything the same. Morning routine or physical routine of day-to-day stuff.

**Kay:** How important would it be for someone to understand fully your condition?

**Phil:** That would be the most important thing that they understand my condition. If they need to ask questions that's no problem. I'll answer honestly and give any information they might need for, for my care.

**Kay:** And during the time that someone is supporting you, is it, how do you feel about being the one making the decisions? Would it be important for you to be...

**Phil:** Yeah. It would, it would be important that they are okay to let me stay in charge. I would need to feel that I'm in charge over my care, because I would feel that I knew best.

**Kay:** Okay. That's important.

**Phil:** That's important. They would need respect for my decisions and just be able to listen.

**Kay:** Maybe physically take you...

**Phil:** Obviously it would be important for me to be with you, to go see you if you were in hospital. So again that would mean travelling, driving and travelling, to get me to see you that would be very supportive.

**Kay:** From what you've told me and the notes I've written my summary would, I suggest would be, first of all the physical support.

**Phil:** Very much physical.

**Kay:** Not necessarily emotional support.

**Phil:** No.

**Kay:** So physical are the things you physically can't manage to do.

**Phil:** Basically, yeah.

**Kay:** Continuity of care and respect for your disability.

**Phil:** Yeah.

**Kay:** Respecting you as the expert on your own condition and making decisions in your own life.

**Phil:** Yep.

**Kay:** With archery, the way people could ah, support you there, is again physically taking you to and from the line, everything basically except shooting the arrows.

**Phil:** Everything, everything I can't do.

**Kay:** And being aware that in temperatures, extreme temperatures...

**Phil:** I do have trouble...

**Kay:** ...that you do need to have a respect, that you do have to be kept cool and comfortable or warm if it gets cold. So that would be important.

**Phil:** Um, um...

**Kay:** Just touching back on something we said earlier, talked about, is when you're having a bad day, the way people can support you there is being quiet around you if that's what you need or, or distracting you.

**Phil:** If that's what required, yeah.

**Kay:** If you feel like being distracted going out and having a film. Basically respecting you as an expert on you.

**Phil:** Absolutely. Yeah.