

Getting to Know You

Opening animation – Choices video

Transcript

SCIE's introductory visual sequence plays out, then the title 'Getting to Know You' appears on screen on a blue background.

[Voiceover]

How would you feel if your right to make choices was taken away from you?

[The word 'Choices' is drawn out and a man and woman are illustrated alongside the word. A 'no entry' sign is stamped over the word 'Choices'.]

How would you feel if decisions were made for you?

[A one-way street road sign appears with the words 'Your future' written underneath.]

How would you feel if you had to accept what was offered or go without?

[Road signs: 'One way' points in one direction, 'Road closed' points in the other.]

This is how many people feel about their experience of social care.

[A range of simplified cartoons are presented showing a wide demographic of people – different ethnicities, people from childhood to old age etc. A big banner over the top reads: 'One size fits all'.]

However, with personalisation and one-page profiles, this is changing.

[A completed one-page profile. Focusing on the headlines – What people like and admire about Ben ... What's important to Ben ... How you can support Ben.]

A one-page profile is a tool that puts people at the heart of social care. Transforming the way care is provided across a huge range of settings.

[Four different settings represented with real images on screen at the same time: care home communal room, physical disability – a man in a wheelchair, private hospice room, young child in a hospital bed.]

[Dip to black/change in pace music – bleak picture is painted]

Meet Lucia. Lucia works in a care home.

[Lucia is drawn on screen – wearing a uniform.]

She enjoys looking after others but over time, she has found her job less and less rewarding. Lucia's days are dictated by efficiency and routine.

[On one side of the screen we see a strict schedule that Lucia is adhering to:
Lucia's Schedule 8.00 am – Wake up Ernest, Clara and Amina & take tea.
8.05 am – Get Ernest, Clara and Amina washed and dressed. 8.35 am – Take Ernest, Clara and Amina to the Day Room. 8.40 am – Feed Bridget. 8.50 am – Give Bridget bath.

On the other side of the screen Lucia is looking tired. Bubbles appear above her head showing an alarm clock, a running tap and a cup of tea.]

She feels like a cog in a machine.

[Lucia is again drawn out but this time she has a cog instead of a head with two other cogs attached.]

Meet Ernie. Ernie lives at the care home. He has dementia.

[Ernie is drawn on the screen. He is smiling.]

He chose to live in the home while he was still able to make that decision. He is kept clean and warm and safe. But Ernie is not happy. He feels he has lost more than his short-term memory. He feels he's lost who he is.

[A downbeat Ernie is drawn in a pleasant-looking room in a care home setting. It is clean – but lacks any personality. There are no pictures on the wall.]

He feels like a square peg in a round hole.

[A square peg is drawn, trying to fit into a round hole.]

But there is more to Lucia and Ernie than this. And that's where a one-page profile can help.

What if things were different?

[The cog and the round peg are shown together on the screen.]

[Dip to black/change in pace music – more optimistic music tone.]

Lucia works in a care home.

[Lucia is drawn on the screen – this time she has a name badge on.]

Like everyone who works and lives in the care home, she has a one-page profile. This includes information on what people like and admire about her, what's important to her, and how others can help her be at her best. By completing a profile, her manager and colleagues now know more about Lucia as a person...

[A representation of Lucia's one-page profile next to a cup of tea and a pen.]

... that classical music is her passion...

[Lucia is sat in an audience smiling as music notes drift by.]

and how proud she is that her children are learning instruments.

[Her son is playing the trumpet.]

Lucia discovered what others think of her – which has made her feel more valued.

[Positive words surround the drawing of Lucia: Optimistic, Compassionate, Caring, Has Integrity.]

And everyone knows that to help Lucia be at her best, she likes to be left alone with her book during break times.

[Lucia absorbed in a Harry Potter book.]

Ernie's family helped with his one-page profile.

[Lucia talking with Ernie and a couple of family members.]

It is now the cover sheet of his care plan – which means everyone he interacts with can help him to be himself.

[Representation of Ernie's one-page profile.]

For example, Lucia now knows that he prefers to be called Ernie – not Ernest or Mr. Smith.

[Close-up of Lucia's hand holding Ernie's. Speech bubble: 'This way, Ernie.']

She also knows that he shares her passion for music – and that he can still remember a few tunes on the piano.

[Lucia listening happily while Ernie plays the piano.]

She understands that he is unlikely to cause a fuss – she also knows what to look out for if he is unhappy.

[Ernie and Lucia are sitting on a park bench beside a tree. He is looking at his watch with a sad look on his face. Lucia places her hand on his shoulder and says, 'Do you want to go home now?' Ernie replies 'If that's alright.']

The result is that Ernie now feels at home, and no longer 'in a home'.

[Ernie is back in the room he was drawn in earlier but now it has a painting on the wall and a plant on the bedside table. It looks more homely.]

Other things have changed too. Lucia feels she is helping people live their lives, instead of providing a service. She 'helps with bath time and bedtime', instead of 'giving someone a bath' or putting them to bed. Small changes, sometimes, but it has made her job worthwhile again – and she has seen big changes in the overall happiness of everyone.

[On one side of the screen we see a planner that Lucia is following: Lucia's Day Planner 8.00 am – See if Ernie, Clara and Amina are ready to have curtains open and take them tea. 8.05 am – Help Ernie, Clara and Amina get washed and dressed. 8.35 am – Find out where Ernie, Clara and Amina want to go for breakfast and help them get there. 8.45 am – Help Bridget with breakfast. 8.50 am – Ask Bridget if she feels like having a bath.]

[On the other side of the screen a happier-looking Lucia is drawn out with bubbles above her head. This time the bubbles depict a nice teapot with cups, a running tap with a floating rubber duck and a full English breakfast on a plate.]

One-page profiles work across the full range of care settings. They are a way of making sure we know what is important to the people we care for, and how to deliver personalised and self-directed support.

[Same image as before: care home communal room, physical disability – a man in a wheelchair, private hospice room, young child in a hospital bed. A big banner over the top reads: 'Person-Centred Care and Support'.]

This resource will guide you through completing your own one-page profile, and will help you work with others to complete theirs. It will also signpost you to a variety of other tools and resources available to help you deliver person-centred care.

[A blank one-page profile is drawn out with a silhouette of a photo and sections including 'What people like and admire about you', 'What's important to you' and 'How to support you'.]

So, what are you waiting for?