

Practicalities and Possibilities

Person centred planning with older people



Gladys

Gladys has lived in her small cottage in Tameside, of which she is very proud, for the past twenty years. She's described as a huge character, salt of the earth and the life and soul of the party. Gladys often tells her support workers, "It's okay being the life and soul of the party...if you can get to a party!"

Jayne is the worker who supports Gladys in her own home; she receives help with her meals, laundry and shopping. To learn more about Gladys and think of ways for her to get out more, Jayne decided to develop a one page profile with her. For the one page profile, Emily, Gladys's friend, met with her and Jayne to share what she knows about Gladys.

Developing a one page profile and learning what matters to Gladys

Together, Gladys, Jayne and Emily worked on developing Gladys's one page profile. As they chatted the things that really mattered to Gladys (Important to her) became clear. She talked about what the people who support her need to know if they are to support her well, things like: do not rush me; if I receive an appointment letter remind me daily when you call to support me. Emily and Jayne said what they liked and admired most about Gladys.

Gladys talked to Emily and Jayne about how important it was for her to go out and natter to people, but as she was unsteady on her feet she was not comfortable going out on her own. She talked about how for many years she was a regular at the Labour club, but since her husband had passed away she no longer went. She said it was because "I'm more a morning person now, I will nod off if I go out at night and that's no good in the club, folk would laugh at me!"

Helping Gladys to make changes

Whilst developing her one page profile, Gladys and Emily thought about and discussed the situation. Gladys was clear that what she would really like was "a good social get together at lunch, so I can enjoy myself and talk to other people without nodding off." Jayne spoke to one of the review and monitoring officers in the assessment and care management team, and asked them to send Gladys information about available luncheon clubs. Gladys was concerned about the cost of getting to and from a luncheon club, but as Emily was keen to go too they worked out that sharing a taxi would not be too expensive. Also, on the two days Gladys would go to a luncheon club, she would not need to pay for her lunchtime home care call.

Gladys and Emily also discussed going to tea dances on Tuesday and Thursday afternoons at the Trafford Centre and are currently working out how they can afford to get there twice a week. Jayne is helping Gladys work out the cost saving of going to the Trafford Centre and having her lunch there instead of having a lunchtime home care call.

Together, Gladys and Emily developed a one page profile for Emily and they decided to introduce themselves to the staff at the luncheon club by sharing their one page profiles with them. Gladys has a great time at luncheon club. She said, "It's wonderful being the life and soul of the party again!" This has empowered Gladys to reduce her reliance on services

by cutting out two home care visits and replacing them with the luncheon club where she can meet up with others and continue to be the life and soul of the party. She relishes this new opportunity and, as a result of meeting up with so many other people, hopes to do more new things. "I'm keeping my ears open for more fun," she says, "going dancing twice a week, whatever next! I'll be like a youngster again, won't I?"

Staff and one page profiles

Jayne said, "Before I heard about the one page profiles my visits were much more task orientated. I would never have seen this as being part of my job before. I really enjoyed it and Gladys loved it, especially when her nephew called and she asked him to add on to the Like and Admire; he said she is the best hugger in the world! It did mean spending an extra hour with Gladys to develop her one page profile with her but that's well worth it when I see how happy going to luncheon club makes her. I learned that listening and finding out what makes people's lives better by developing their one page profile is much more important than worrying about tasks alone. The impact it has on a person's life, when we learn about their interests and preferences and share that information with others. Also how important it is to build relationships and truly know the people we support especially when we are the only people in their lives."

What is important to Gladys

Chatting with other people.

Having something to look forward to - favourites are meeting up with other people socially, watching a good DVD or video.

I love William Holden and Audrey Hepburn movies - my favorite gifts are DVD box sets.

I love to watch telly, Emmerdale, Eggheads, Coronation St, Strictly are best at the minute.

Living in my own place.

To decide myself what I want for my meals.

To bake cakes every week.

Seeing my nephew Charlie the last Sunday every month - I love a good natter more than anything.

Getting my nightie 7 dressing gown on before 7pm - I settle down for my telly or a DVD then.



How we can best support Gladys

I struggle to get out on my own I like to have someone with me.

Help me have company - that's the main thing.

My DVD and video play up something awful and I need somebody to sort them out for me -if I press the wrong button & it all goes pear shaped then.

I don't put the central heating on in the evening it's a waste so don't myther me to put it on - the gas fire is enough at night time.

Check I always have what I need in the cupboard to bake - I forget to keep a check on my stock.

Apart from checking on my baking items only buy what I have written on the weekly shop list.

I don't like fabric conditioner in my washer - just powder will do.

Never rush me.

Remind me daily for a week prior to any appointments I have.

What those who know Gladys best say they like and admire about her

The life and soul of the party

Salt of the earth

A huge character

The kindest woman I know

Fantastic knowledge of the movies

Gladys