

## Doris Lomond; a case study from the Loch Day Centre

Mrs Doris Lomond was introduced to the Loch day centre after a period of assessment, initially attending for one day a week, following continual assessment and review she is now attending. Day care provides support to both Doris and her husband and supports Doris to achieve her desired goals and outcomes for the future. Doris stated prior to attending the Loch day centre that she was quite shy, but wished to meet other people and form new friendships.

Doris wishes to improve her fitness levels so she could take up swimming again with her husband; this was a long term goal for Doris. Another goal was to like to learn to use her digital camera long with basic IT skills; this was to provide the opportunity for Doris to converse with her family who lived abroad. Doris had always enjoyed gardening but prior to starting at the centre Doris had lost interest in this hobby. Doris has since been reintroduced to gardening and is now actively involved and enjoying this activity.

Doris attending the Loch day centre provides her husband with a much-needed break from his role as the main carer and allows him the opportunity to continue to pursue his own interests and hobbies.

Staff at the Loch day centre used the outcomes identified at the initial assessment along with the talking points matrix as an 'Aide Memoire' to ensure that what is important to people is the focus when staff are engaged an assessment conversation with people.

This is a complete change in approach as previously support people would have been assessed for 'eligibility' to attend the Loch day centre and would have then been slotted into the planned activities provided on a fixed daily weekly basis. An outcomes focused approach expresses the things people as individual want to achieve both from a public care service such as the Loch day centre and how this both impacts on and makes the connections with their life. The Loch day centre changed its approach and now supports people to express what important to them.

### **Doris identified the following outcomes from her time in the Loch day centre**

1. To meet people (she has a friend who attends on a Tuesday).
2. To improve her short term memory.
3. To stop getting so frustrated when she forgets things and taking it out on her husband afterwards.
4. To not be anxious about attending the day centre.
5. To become more physically fit and improve her mobility.
6. To socialise with other people and give her husband a break from his caring role.
7. To continue to enjoy bingo, gardening and keep fit.
8. To learn to use her digital camera and basic computing skills.
9. To no longer attend church services.
10. To eat plain food and not to follow a diet.
11. To stay as healthy as she can.
12. To reduce her symptoms by taking her prescribed medication.
13. To live at her present address."

# Doris Lomond; a case study from the Loch Day Centre

## **Doris's husband wanted following outcomes for Doris attending the Loch day centre...**

1. Doris to be more confident with improved morale resulting in an improved relationship between them.
2. Doris will feel safe at the Loch day centre and be able to relax in the centre giving him peace of mind and allowing him to continue in his caring role.
3. Doris will become fitter and motivated to return to swimming with him on a Sunday.
4. Doris will get an improved quality of life, a change of surroundings and more company - also he will get some time on his own.
5. Doris will enjoy bingo, gardening, keep fit and any other activity she chooses.
6. Doris will learn digital photography and e-mail photos to her sisters in Australia - bringing the family closer.
7. Doris will enjoy the plain cooking provided at the Loch day centre.
8. Doris will maintain her health and by doing so improve his well-being.
9. They will continue to live together at their present address.

Based on the conversation you can see that she achieved many of the above and probably now is gaining more and more confidence to achieve more of them. You may or may not be able to follow this up with then later to see if she has managed to transfer some of the learning from these outcomes into her own personal life.

You can hear Doris talking about her outcomes by listening to her story.

## CARE & SUPPORT PLAN

IDENTIFIED STRENGTHS AND NEEDS	SERVICE USER'S WISHES	IDENTIFIED RISK	PLANNED ACTION/SUGGESTED INTERVENTION	EXPECTED OUTCOMES
<p><b>Communication Skills</b></p> <p>Doris has excellent communication skills and is able to express her opinions and needs.</p>	<p>Doris often states that she is "shy" but she wishes to meet people. Doris also has a friend who attends on a Tuesday that she wishes to catch up with.</p>	<p>None</p>	<p>Doris has been re-introduced to her friend and will keep Tuesday mornings free for a catch up. Doris will also be introduced into various groups within the unit in the hope that with each visit she will get to know and befriend others.</p>	<p>Doris will gain confidence when in conversations and discussion chatting with others and will initiate conversations freely.</p>
<p><b>Sensory Needs</b></p> <p>Doris has good hearing but does require spectacles for reading.</p>	<p>Doris states that she requires the use of glasses for reading only.</p>	<p>None</p>	<p>Staff to remind Doris to bring her glasses with her each day she attends the centre.</p>	<p>If Doris has her reading glasses she will manage the activities that require her to use them i.e bingo, cards, dominoes etc.</p>
<p><b>Memory/Orientation</b></p> <p>Doris feels her short term memory is poor. At present I have not found this as when talking to her she reminds me of conversations we have shared.</p>	<p>Doris's long term memory is good but she wishes her short term memory was better.</p>	<p>None</p>	<p>Staff to inform and support Doris in any activities she would like to attend and when at her 4 weekly review I will discuss with Doris and her husband if the use of a notebook would benefit them both, as each visit the day's events for Doris would be recorded in it.</p>	<p>That Doris will have a happy day socialising with her friends and that with the aid of a notebook it would help with her short term memory being able to hold good conversations with her husband and family.</p>

IDENTIFIED STRENGTHS AND NEEDS	SERVICE USER'S WISHES	IDENTIFIED RISK	PLANNED ACTION/SUGGESTED INTERVENTION	EXPECTED OUTCOMES
--------------------------------	-----------------------	-----------------	---------------------------------------	-------------------

## CARE & SUPPORT PLAN

<p><b>Patterns of Behaviour</b></p> <p>No behavioural patterns evident whilst attending the centre.</p>	<p><i>Doris wishes she would not get so frustrated when she forgets things and then take her frustration out on her husband afterwards.</i></p>	<p>None</p>	<p>By introducing Doris into various groups of her choice making her feel more relaxed. If Doris accepts the aid of a notebook referring to it would lessen her frustration as she is reminded of her events and how her day has been.</p>	<p><i>Doris will be more confident and her morale will improve. Also it will have a positive effect on her relationship with her husband.</i></p>
<p><b>Mental Well Being</b></p> <p>Doris feels she keeps well.</p>	<p><i>Doris does not wish to be anxious about attending the Loch day centre.</i></p>	<p>None</p>	<p>Doris has stated she would like to spend her Tuesday mornings with her friend (HS) so that they could both enjoy an activity of their individual choice in the afternoon. She has also been introduced to other service users and has recognised them from previous visit and she has been able to sit with them and converse.</p>	<p><i>Doris will feel safe at the Loch day centre and be able to relax in the centre. This will also give her husband peace of mind and allow him to continue in his caring role.</i></p>
<p><b>Physical Ability/Mobility</b></p> <p>Doris has good mobility and requires no aids. Although Doris says some days she feels at home that she struggles to get around and would benefit from a mobility aid. Her stroke 3 years ago stopped Doris from going swimming with her husband.</p>	<p><i>Doris wishes to become more physically fit and improve her mobility by attending the Loch day centre regularly. Also Doris wishes to return to swimming at the local high school with her husband.</i></p>	<p>None</p>	<p>Doris would benefit from the active activities; exercising; gardening; ball games; hoopla etc. as movement is not restricted and she would enjoy this. As there have been no obvious signs that there are any problems with her mobility I will discuss this at her 4 weekly review.</p>	<p><i>Doris will become fitter and motivated to return to swimming with her husband on a Sunday at the high school. Doris feels the more active she becomes then it will not be long before she joins her husband at the swimming again.</i></p>

## CARE & SUPPORT PLAN

IDENTIFIED STRENGTHS AND NEEDS	SERVICE USER'S WISHES	IDENTIFIED RISK	PLANNED ACTION/SUGGESTED INTERVENTION	EXPECTED OUTCOMES
<p><b>Social Interaction</b></p> <p>Doris used to love the dancing and would love to attend any Tea Dance or special event day within the unit.</p>	<p><i>Doris wishes to socialise with other people and give her husband a break from his caring role.</i></p>	<p>None</p>	<p>I will discuss with SCO responsible for organising the Tea Dances and ask that he inform Doris of any future dates for the tea dance. If Doris agrees that a notebook would be helpful tea dance dates would be recorded in book.</p>	<p><i>Doris will get an improved quality of life, a change of surroundings and more company. Also her husband will get some time on his own.</i></p>
<p><b>Activities</b> Doris enjoys; Bingo; Gardening</p> <p><b>Interests</b> Digital Photography; Basic Computing; Swimming</p>	<p><i>Doris wishes to continue to enjoy Bingo, Gardening and Keep Fit.</i></p> <p><i>Doris states that she has a digital camera that she cannot use - but she would like to learn. Doris then wishes to send the photos to her sisters in Australia via the internet.</i></p>	<p>None</p>	<p>Staff to remind Doris each visit which activities are on offer for each area, to enable her to select a group of her choosing. She has attended the reminiscence group, the gardening group. Also she has taken some photographs and is looking forward to continuing with this.</p>	<p><i>Doris will enjoy Bingo, Gardening, Keep Fit and any other activity she chooses.</i></p> <p><i>Doris will learn digital photography and basic computing. Also this will bring her closer to her family abroad</i></p>
<p><b>Social/Cultural/Religious Beliefs</b></p> <p>Church of Scotland. Doris is aware we have a Church Service on the third Sunday of each month.</p>	<p><i>Doris states that she no longer wishes to attend church but she does believe in God.</i></p>	<p>None</p>	<p>None at this time.</p>	<p>Doris's faith and beliefs would be respected.</p>

## CARE & SUPPORT PLAN

IDENTIFIED STRENGTHS AND NEEDS	SERVICE USER'S WISHES	IDENTIFIED RISK	PLANNED ACTION/SUGGESTED INTERVENTION	EXPECTED OUTCOMES
<p><b>Personal Care</b></p> <p>Doris attends to her own personal care at home.</p>	<p>Doris wishes for this to remain the same.</p>	<p>None</p>	<p>Staff should observe and report then record any change.</p>	<p>Doris will continue to remain independent in all aspects of her personal care.</p>
<p><b>Continence</b></p> <p>Doris is independent in all aspects of continence.</p>	<p>Doris wears a pad and wishes to remain independent whilst at the centre.</p>	<p>None</p>	<p>Staff should observe and report then record any change and also to inform Mr Lomond.</p>	<p>Doris will remain independent with all aspects of continence.</p>
<p><b>Eating and Drinking</b></p> <p>Doris is independent when eating and drinking and requires no special diet.</p>	<p>Doris states that she is a "very fussy eater" and wishes plain food. Although she is an insulin dependent diabetic she does not follow a diet.</p>	<p>None</p> <p>Changes in Blood sugar levels has had Hypoglycaemia</p> <p>None</p>	<p>That Doris is offered foods without sauces, no cream on foods i.e. jelly, sundaes, mousse and if foods were offered to Doris that she didn't like she would be able to make a choice.</p>	<p><i>Doris will enjoy the plain, healthy and nutritional cooking provided at the Loch day centre.</i></p>

## CARE & SUPPORT PLAN

IDENTIFIED STRENGTHS AND NEEDS	SERVICE USER'S WISHES	IDENTIFIED RISK	PLANNED ACTION/SUGGESTED INTERVENTION	EXPECTED OUTCOMES
<p><b>General Health</b></p> <p>Doris had a stroke, gall stones (gall bladder removed 4 years ago). She is <b>insulin dependent diabetic</b> and had a bad "hypo" approximately 2-3 years ago.</p>	<p>Doris wishes to stay as well as she can.</p> <p>Doris feels she keeps in good health now and hopes for this to continue.</p>	<p>None</p>	<p>For all staff to continue to observe report and record any change. And should any occur to inform Mr Lomond.</p>	<p>Doris will maintain her well being and by doing so will also improve her husband's well being.</p>
<p><b>Medication</b></p> <p>Doris at present requires no medication whilst attending the day centre. Her husband administers medications and insulin at home</p>	<p><b><i>Doris wishes to manage her diabetes by taking her prescribed medication. This includes her twice daily self administered insulin injections.</i></b></p>	<p>None</p>	<p>Staff should observe report and record any change and should any occur, to inform her husband.</p>	<p><b><i>Doris will manage her symptoms by taking her prescribed medication at home under supervision and support from her husband.</i></b></p>
<p><b>Transport</b></p> <p>Doris enjoys the journey to and from the centre.</p>	<p>Doris wishes to stay at her present address.</p>	<p>None</p>	<p>Doris to transport to and from the centre using the Loch Centre bus.</p>	<p>Both Doris and her husband will continue to live at their present address.</p>

## CARE & SUPPORT PLAN

### SERVICE USER'S AWARENESS OF DUNDEE CITY COUNCIL / LOCH DAYCENTRE POLICIES & PROCEDURES

Has the Service User been made aware of the following policies and procedures?	YES	NO	COMMENTS		YES	NO	COMMENTS
<b>The Councils Smoking Policy as due to changes in legislation there can be no smoking in the Loch day centre</b>	√		Doris is a non-smoker.	<b>Assessment of potential risk during attendance at the centre.</b>		√	No risks identified.
<b>Council Insurance does not cover personal belongings.</b>	√		Doris is aware of the Council's insurance.	<b>The right to read their personal records.</b>	√		Doris is aware of her right to read her personal record.
<b>The Fire Drill procedures, exits and fire points.</b>	√		Doris is aware of these.	<b>Has access to information of other services.</b>	√		Doris is aware of this.
<b>The policy of wearing seat belts on centre transport.</b>	√		Doris is aware of this and adheres to this policy.	<b>Written Contract</b>		√	
<b>Council Complaints Procedure Who would act for me if I had a concern or wished to make a complaint?</b>	√		Doris is aware of the Council's Complaints Procedure. I will act for myself and should I feel unable to - my husband will act for me.	<b>Financial Assistance</b>		√	



Review plan

DATE	TYPE OF REVIEW	SERVICE USERS CHOICE OF PERSONS ATTENDING REVIEW	DATE & TYPE OF NEXT REVIEW
Next week	Short	Staff & Husband	In 4 weeks' time
When there is a change	Emergency	Staff	
Next Month	Planned	Staff & husband	In 6 months' time
Next 3 months	Planned	Staff, Husband GP SW, etc.	Every 3 – 6 months thereafter

**SERVICE USER CONSENT**

I give my consent

I do not give my consent  (\*delete as appropriate)

For my photograph to be used for Loch day centre publications and any other publication promoting Loch day centre and/or services for older people.

Client's Signature: *Doris Lamond*

**DOOR ENTRY CODE**

In showing the service user the controlled entry system it was explained that in the event of the fire alarm sounding the doors would unlock automatically so that people can evacuate the building. The service user is also aware of the opportunity to be given the door entry code if they so wish.

When offered did service user accept the door entry code.

YES

NO

Client's Signature: *Doris Lamond*