



Module 2 – Video transcript

STEP 1: OBSERVE

Mary: The incidents are happening mainly in the morning and only occasionally in the afternoon.

When staff first discover Reg he looks frightened for a moment but then he looks angry and fierce. He almost always swears a lot, telling staff to **** off and to leave him alone. This usually draws a crowd which doesn't help ease the situation

Most of the staff react to this with fear and annoyance in their voices. They often start by saying things like, 'Oh no ... What have you gone and done here to Bessie's room? What are we doing to do with you?'. They are beginning to think that it's an impossible situation and that Reg will have to leave here.

It is really becoming a problem for Reg but also for other residents and staff. His daughter also finds it difficult and says that she doesn't recognise her Dad anymore.

Only one member of staff, Rosie, has had any success in handling the situations without Reg becoming distressed.

STEP 2: DETECTIVE WORK

Mary: We all sat down together to think through the situation. It seemed that Reg's difficulties were linked to him struggling to manage his toileting needs.

Rosie and I met with Reg's daughter and she explained that "My dad was always a very dignified man. He's probably feeling embarrassed and exposed living here, and he'll be feeling strange being the outsider as he

was always the life of the party. I think he's having problems adjusting to his new environment.

This helped us realise that when a problem arises, Reg doesn't want to admit it and lashes out. What he's really saying is that he just wants to be left alone and doesn't need us interfering.

This means that there are two main risks: that Reg is physically violent towards a staff member or another resident when confronted, and that he or another resident falls during one of these episodes. If a situation arises suddenly where Reg goes to strike someone, we have agreed that it would be reasonable to try and prevent this by physically restraining him. We would then need to try to find other less restrictive solutions to the problem.

We also need to arrange for Reg's physical health to be investigated thoroughly by a GP and possibly a specialist: there may be something physical behind these problems. The local incontinence advisory service may be able to assist.

After discussing the situation with the staff, I noticed that they were looking at Reg more kindly and saying things like "He is obviously a man in difficulty. We need to help him tackle this toilet problem (the sooner the better) and to find his way around here too.

STEP 4: IMPLEMENTING THE PLAN

Mary: We decided to try all six ideas to improve the situation. We were able to try some within 1 or 2 weeks, but others took longer to plan.

We also decided to keep a record of the things we were trying in a special diary. I thought this would help us to monitor Reg's situation carefully, as well as make sure that everyone in the team could find this information easily during a shift.

Just talking about it and planning what to try seemed to make everyone feel more positive. The staff seemed to believe that they **could** provide the help Reg needed to settle in, and he was saying 'Some of the girls here, they're alright you know'. Reg's daughter seemed so relieved, and said she felt we had taken on board the things she had said and hoped that it would make a difference for her Dad.

ROUND UP

Mary: I think that all the interventions have played a part in improving the situation, although it turns out there was probably no medical reason for Reg's difficulties. We were able to end the extra staffing for morning shifts after a month. Some residents are still wary of Reg, but generally everyone has benefitted from the changes. Reg quite likes being here now and knows there are people available to help him if he needs them. The staff feel that their hard work has been worthwhile, and have found that Reg is a very interesting man.

And Reg's family are so pleased, particularly after the Grand National party. His daughter said to me 'Dad just seemed to feel so much happier here, so much more himself. Like he was understood.' And that's true.

Finding out more about Reg, his personality and interests, and helping him link with other residents better is now our main focus.