The People our patients are

The evolution of person-centred care and team-working in Doncaster
Presented by Helen Sanderson & Rod Kersh
This is me
This leaflet will help you support me in an unfamiliar place

Please show a photograph of yourself in the spaces provided.
My One Page Profile

Name:

What people like about me...

Attach a photo here

What is important to me...

How best to support me...

Date completed

Completed with

How best to support me...

2016-03-09
**This is me**

*Information to help you support me in hospital*

For some people, changes such as moving to an unfamiliar place like hospital can be unsettling and distressing. This is me provides information about the person at the time that the document is completed. It can help health and social care staff to build a better understanding of who the person really is, what matters to them and how to care and support them in hospital. It will go with the person as they have hospital too. If the person needs further care and support at home, or moves to residential care, this information can contribute to a one-page profile, and to the person’s lifelong story.

It is simple to fill in, and complements the information that nursing colleagues will be gathering.

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**About me**

The area I live in

My care / the person who knows me best

What matters to me

Other people who are important to me

My hobbies and interests

The little things that matter every day (for example, TV programmes, reading a newspaper, coffee in the morning, having a family with me at all times)

Routines that are important to me, for example first thing in the morning and last thing at night.

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**What are the things that I must have with me or around me (eg photo of my grandchildren next to my bed)?**

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Anything else I would like you to know about what matters to me (eg. Sport, culture, my favourite meal)

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**How to help and support me**

Things that may worry or upset me (anything that may upset me or cause anxiety. This could be personal worries, eg money, family concerns, or being away from a loved one, or physical needs, eg being in pain, constipation, tiredness or hunger)

What makes me feel better if I am anxious or upset

How to help me make decisions about my care

What helps me sleep well

Anything else I would like you to know about feeling me

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**My life so far**

Where I have lived

What I have done (eg jobs, raising a family, travel)

My past interests and hobbies

Special times or occasions (birthdays, anniversary, exam memories)

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**Date completed**

By whom

Relationship to the person

Signed by

In signing this document, I agree that the information in this booklet may be shared with health and care workers.

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This leaflet is based on the Right to Know leaflets of the National Alliance for People with Learning Disabilities. It is designed for use with people with learning disabilities.
Wh e Care
DBH
• Know that I rarely show it when I’m stressed but will take myself somewhere ...

What I have done (eg. jobs, raising a family, travel)

Worked as excavator D i n e r, b u i l t s k e p t s e a t S R I village, runways at Airp ort.

Had H o l i d a y s, in Europe.

What I have done (eg. jobs, raising a family, travel)

B A R G E  C A U T A I N, W O R K E D  AT  P O W E R S T A T I O N.

What I have done (eg. jobs, raising a family, travel)

When I left School I was a T a i l o r’s c u t t e r. Then I was a miner at B e t t e l y c a l l e r y.

Then I bought & s a l e d f r u i t & v e g e t a b l e s, o n a w h o l e s a l e b a s e.

When I retired I’d been a l o n g - d i s t a n c e h e a v y - g o o d v e h i c l e d r i v e r, B i r m i n g h a m C a l l f o r C i w l E n g i n e e r, f o r 2 5 y e a r s.
Where I have lived

SWINDON, SOUTH AFRICA, KILNhurst,
SIERRA LEONE, NAMIBA, QATAR,
PARKGATE

What I have done (eg. jobs, raising a family, travel)

FITTER WORKED IN GLASS INDUSTRY, DAEJ BRAND
WORKED IN DIAMOND MINES IN AFRICA
WORKED ON OIL PRODUCTION (QATAR)
FITTER FOR ROLLS ROYCE

Special times or occasions (birthdays, anniversaries, dear memories)

Birthday 17-7-36
My One Page Profile

Rod Kersh
Consultant in Medicine for Older People

What people like about me:
• Caring and Sensitive
• Quirky
• Likes to have fun

What is important to me:
• To read, especially fiction - I have more books than there is room for in my house
• I love my job and don’t see work as work, I especially enjoy it when I get to really connect with a patient. Being able to listen and talk with my patients compensates for any stress.
• To lead by example by doing what I say and trusting people to do their jobs well

Sonja Robson
Ward Manager

What people like about me:
• Open & honest
• A people’s person
• Nurturing

What is important to me:
• To go up to our place in the Lake District as often as possible where I love to walk and to read, historical fiction is my favourite
• To work in a team where we pay attention to detail to get it right for our patients and show calm, care and compassion even under pressure. It’s also important to me that we have fun with each other, the patients and their relatives
• I love my work especially being ‘hands on’, with patients and I am always ready to jump in and help out when I’m needed
What is important to Wendal:

- Travel, I have travelled extensively and love to experience different countries and cultures.
- Being in touch with my mum, daughter, and granddaughter in Barbados, speaking on the phone each week and visiting three times each year at least.
- Dancing –Steel, ballroom, calypso, reggae – any type of dancing works… I love to dance.
- Going to the theatre watching performances or a meal out is a good night out for me.
- Those people who live here are happy and families are happy with the care and support we provide.
- Speaking with residents and families getting to know them; That I keep smiling even if I feel stressed.
- I love training and seeing staff blossom, develop and progress.
- Working with people living with dementia, and seeing people transformed by great compassionate support.
- To see residents returning home.
- Seeing residents with a smile on their face.
- To support the staff team well and let them know how much I appreciate them.
- To have an open-door policy, I always have time for staff, residents, and their relatives.

NAME:
Wendal Piggott – Manager
Benton House

What people appreciate about Wendal:
A very positive person
Aims to do his best at all times
Always laughing smiling and talking with people.
A very calming aura
Gives out a feeling of warmth and confidence

How to best support Wendal:
- Face to face conversations work well for me, telephone is my least preferred method of communication.
- Knowing that staff have a good understanding of a person’s dementia and are loving and caring.
- I much prefer to nip things in the bud at an early stage, if there are problems, I welcome honest conversations.
- That people do their very best and what is expected of them.
- Having a good team around me, knowing I can delegate if necessary and the task will be completed.
- If you want something from me please give me a timeframe, I work best to a deadline.
- Know that I believe in getting things done, although I do not like confrontation, I will have difficult conversations - but would always hope to be firm but fair.
- That my managers are honest with me, value my work and appreciate me for what I am doing.
Thanks for listening!
Any questions?

Follow us on Twitter to find out more
@RodKersh • @HelenHSAUK