

Meet ... Andy



Andy is 87 and lives in the terraced house he bought with his late wife when they married 65 years ago. His constant source of company is his beloved cat Penny, who sleeps on his bed. He adores cats and has had several throughout his adult life. He is a larger than life character and a great storyteller.

Andy has COPD, is registered blind and suffers with aching legs and a skin condition on his feet and calves. He lives downstairs, where he knows where everything is and feels safe. He has his bed and commode in the lounge. Andy can potter around his kitchen, but it isn't safe for him to cook his own food or take his own medication. He also needs help with having a strip wash every day, emptying his commode and helping him to soak his feet in a bowl of warm water and apply cream to his feet and legs. Andy has a team of carers who visit him 4 times a day to support him with this. The very first thing he likes them to do is to make four cups of tea for him to warm up in the microwave when he wants a drink. The tea bag must be left in the cup and he adds the sugar later.

Andy's daughter, Morna, visits him every Wednesday on her day off from work and helps him with shopping, housework and any letters that have come. He rings her most days and has her number on speed dial on his phone, which is kept on the coffee table next to his recliner chair. When Andy is anxious or upset about something, he will ring Morna several times through the day and through the night. She says that she feels worn down by this and that she and her dad often fall out. She is also worried about his memory as he is becoming very confused and forgetful. Andy's social worker has told her that Andy is able to make all his own decisions as he has capacity. Morna feels frustrated by this and has asked that he be assessed for dementia.

Andy also loves seeing his granddaughter Lauren when she comes around, and he rings her up at least twice a week. He also sees his brother, Colin, at least once a week and he usually brings fresh produce from his allotment with him. Despite the visits and phone calls with family, and seeing his carers each day, Andy says that he feels lonely and trapped in the house. He really appreciates having a good chat and wishes he could have someone to talk to at any time of the day, not just when people visit. He enjoys talking about politics and loves the Andrew Marr show.

Andy also gets upset with anyone whom he believes is trying to tell him how to do things. His carers have told him that they can't

prepare food for him if the sell-by date has expired as they are worried he will get food poisoning. Also, the district nurse has raised concerns regarding out-of-date food in the fridge, but Andy's response is, "I am the master in my own house, never throw anything from the fridge away without checking with me, I have no time for sell-by dates!"

Andy enjoys his cigarettes and has been smoking since he was 14 years old. He reluctantly agrees not to smoke for an hour before the carers go in, but he has left cigarettes smouldering in the ashtray, which is a potential fire risk. Andy always has his inhaler next to him and feels panicked if he can't put his hands on it.

Andy's poor memory often means that he puts things in a "safe place" and then forgets where that place is. This can make him very anxious and lead him to believe that someone has taken his belongings. They are usually found in a drawer somewhere during the course of the day; however, until they are, he can be very agitated and start shouting at the carers. This is very upsetting for them. They always let Morna know if Andy thinks something is missing and she reassures them saying, "It will turn up. Try to ignore his shouting, he doesn't mean it."

Despite this, his team remain very fond of him. They report that there is enough time to do everything that he needs doing and the times work well for him; however, they worry about his overall safety at home and that he is on his own for much of the day.

Andy isn't confident to go out of the house due to his poor vision and feeling shaky on his feet, but he would dearly love to go to the local pub and have a pint again.

Meet ... Andy



- A** To be able to have a chat with someone when I fancy it, as well as when people come to visit me.
- B** Feeling confident to go to my local pub again and have a pint.
- C** To always know where my belongings are.
- D** To safely eat what I want.

Andy's Outcome*

A

B

C

D



Yourself

Map out relationships and identify who Andy would like to talk to more often.

Practicing using his walking stick around the house.

To plan the journey and figure out the best time to go, what mode of transport to use, and what else might help his confidence.

Do confidence scaling.

Allocate a drawer to keep all important belongings in.

To have 3 shelves in his fridge - top shelf is eat today, middle shelf tomorrow and bottom shelf by the end of the week.



Technology

To input phone numbers for all family members into an Alexa so that Andy can do voice commands.

Use Alexa Show with family members.

Use Skype with family members.

Explore whether seated yoga or other YouTube exercise programmes could work for Andy.

Check if any of the Mindfulness apps could help with confidence.

Join a Virtual Tavern e.g. Zoom or virtual reality headset (VR)

Tile - attach to belongings and track on your phone.

Sync tile to Alexa for voice control.

Use the Nudgyu app and record reminders about eating food before it expires.

Get the Talking Goggles app which will read out text when you aim your smartphone at the text (sell by date).

Be My Eyes app.



Equipment & Adaptations

To purchase/borrow an Alexa Show.

Purchase/borrow a large screen smartphone.

To purchase/borrow/rent a smart TV or Chromebook.

Buy or borrow a VR (Virtual Reality) headset.

Check the home environment for trip hazards.

Get a pedometer to increase the distance he walks.

Look at the layout of the house and adapt to ensure it's easier to find things. Reduce the number of places to store things.

Get a smartphone.

Food containers with expiration date reminders.



Family, friends & neighbours

Create an Alexa Show group.

Get friends and family on Skype.

Find out whether any family members live near him or the pub and could walk with him, e.g. if they were walking a dog in the area it would be easy to accompany him to the pub.

Family member to keep a list of where things are likely to be so that if something is lost, he or his carer can ring and work through the list.

Moira/family to purchase food daily instead of weekly.

Moira could put reminders into the NudgeYou app

* measurable, specific, change something that is not working, moves towards aspiration, everyday language

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Community

A

Join Men's shed.
Become a member of Circle Family.
Ask at local pub if there are any groups that would be of interest to Andy.

B

Check if there are any of the pub locals who live close by and would accompany him to the pub.
Ask at local pub if there are any groups that would be of interest to Andy.

C

No ideas.

D

No ideas.



Services or Setting

Join telephone befriending service e.g. Age UK.
Contact Shared Lives to be matched to day support volunteer.

Get an OT assessment re feeling shaky on his legs.
Ask the GP if a referral to a falls clinic could help.

Referral to the memory clinic.
See whether the Alzheimer's society have any recommendations.
Attend a Dementia Cafe.

Get advice from the RNIB.
Have meals from the Community Meals service each day.



Support

Ask Moira for the best time to set up Alexa Show or Skype calls.
Add to the prompt list on the support plan for carers to ask Andy if he needs help to set up a call each day.
Problem solve any difficulties he and his family might experience.

Provider to set up a social group for people who want to go to the pub together.
Provider to check with the commissioners if a lunch time visit can be to support him to get something to eat at the pub. He could be accompanied there, supported to get lunch and a pint and arrange a taxi to take him home.

Start a lost and found record with Andy.
Add the lost and found check to the daily support checklist.

Carers to support Andy to make sure the food is on the right shelf in the fridge.

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