

What those who know Ann like and admire about her

Charming

So endearing

Forthright

Brave

A great storyteller

Outgoing and
sociable

Fun loving

Important to Ann

- Her family, Ann says she lives for them, any contact with her family delights Ann, especially going out with her daughter to the park to feed the ducks, going out for fish and chips or to her daughter's house.
- Ann loves to see her grand daughter
- Ann loves the company of others and enjoys seeing lots of people around the home, visiting their friends and relatives.
- Having a handbag with her at all times - the bigger the bag the better. It must always be hanging on her walking frame in front of her.
- Chocolate, treats and sweets are always in Ann's handbag
- Ann does not eat fruit of any kind, she enjoys "old fashioned plain food.
- Colin the entertainer coming into the home to do a show – Ann counts the days until he is due to do a show.
- Getting dressed up and wearing her pearls and perfumes on special occasions, for example if somebody in the home is having a birthday tea.
- Talking to staff, other people who live in the home or visit – Ann loves to be involved in conversation.

How best To Support

- Be aware that Ann is sensitive and may misconstrue a comment made in passing to her as criticism or a feeling that she is 'in trouble'
- Ann is very eager to please and will tell you that she is worried that you think she is 'being a pest' – let her know that this is not the case by your approach and reassurance.
- If Ann has been involved in an argument with somebody else at the home she will quickly become very upset, what works best is to sit and chat quietly with her.
- Make time to have conversations with Ann, she is happy to help with chores where she can chat along with you.