

WHAT THOSE WHO KNOW DORIS LIKE AND ADMIRE ABOUT HER

- Very courageous
- Great sense of humour
- A very brave lady
- Great sense of fun
- Determined lady
- Her love of people
- Generous
- Caring

Important to Doris

- Having people to talk to – Doris will tell you she loves nothing more than to talk!
- Having a ‘nice meal’ she will always comment if she has enjoyed something.
- Listening to the radio in her room, Doris loves radio 2, her favourite shows are on Sunday evenings.
- Watching TV, Ballroom dancing and the X factor are favourites.
- A “lovely bubble bath” – any brand works!
- The phone in her room, Doris has a large family and lots of friends, she spends hours chatting with them on the phone.
- Doris loves to get out and about “anywhere is a change”

How best To Support

- Doris dials out herself using the phone in her room to chat with friends and family, she does not appreciate interference with this and should be given privacy if she is on the phone when you call to her room
- Know that Doris worries about her health and any changes in medication will alarm her, she will quietly fret about her health, so be sure to give her the opportunity to offload each day as explaining any changes and reassuring her will allay her anxieties.
- Doris must have the opportunity to talk to staff each day on her own, usually when you take her afternoon drink to her room at 3.00pm – this allows her to share any anxieties in the privacy of her room.
- Doris may knock her radio off channel and becomes frustrated as she can no longer reset it – check it is tuned in to Radio 2 when you go in her room.
- Doris will often prefer a small salad with bread and butter on a side plate rather than sandwiches for tea.
- Make the effort and time to have a chat with Doris, she says “this helps make my day”.
- Doris is disappointed she doesn’t manage to get out of the home a lot, encourage her to talk it through as just talking helps lift her spirits.