



WHAT THOSE WHO KNOW MARY SAY THEY LIKE AND ADMIRE ABOUT HER

- She has a fantastic, cheeky sense of humour
- She is an eternal optimist
- Affectionate and loyal
- Very nurturing
- Sociable and caring
- Infectious giggle
- Very kind

Important To Mary

- Her niece Susan and sister Agnes visiting every Saturday.
- To entertain Susan and Agnes with tea and biscuits when they visit. Mary loves to set out a napkin on the table to serve it 'properly'
- To have a cake and tea party on her birthday and to invite her family.
- Mary enjoys taking new people moving in to Oakwood House under her wing, she will show them around and generally help them to settle in.
- On days when the hairdresser visits, Mary enjoys spending time with the people who live downstairs when they go upstairs to get their hair done, especially Margaret and Ann Hall.
- Being around people, she thrives in company and particularly enjoys visits from June and other lay preachers from church. She enjoys the hymns and communal prayers.
- That she follows her own routines which she has developed and structuring her day giving her a general sense of wellbeing.
- Going to her bedroom after lunch to read – romantic novels are favourite – and saying her prayers.
- Having her cup of tea and a glass of orange juice at 3.00pm, Mary loves a 'natter' with the member of staff who takes her afternoon drink up.

How best to Support Mary

- When you take Mary's cup of tea and orange juice into her room at 3.00pm, chat with her for a little while – this is the time she will share any anxieties or worries or off load some small frustrations she may have.
- Mary does not like any meals with minced beef or fish and when this is on the menu she must be offered an alternative.
- If paste or any fish is on the teatime sandwich Mary must be offered alternatives such as jam, banana or cheese.
- Mary always has a tray of tea taken up for Susan, Agnes and herself when they visit. Mary keeps the biscuits in her bedroom.
- Due to Mary's willingness to help new residents settle in they occasionally rely on her too much and she may need some support in separating herself from this.
- Mary doesn't enjoy spending time in the downstairs lounge.
- Mary will stick to her own routines e.g. washing in a certain way, applying cream and wearing only 2 outfits out of a large wardrobe – never pass comment or criticise Mary on this.
- Mary would dress in one of her 'best outfits' if something was happening that she would see as a special occasion such as the entertainer coming in, if she was going out or there was a party at the home.
- Mary must have her underwear back from the laundry as soon as possible otherwise she will worry about this.
- Mary derives much comfort from her routines, ensure you follow her preferred bedtime routine she has developed for support staff to follow.
- Mary laughs easily when amused and cries openly when upset, if Mary is angry she will be unusually quiet – once you pick up that she is quiet and sit down and talk to her she will tell you what has happened to anger her.