

## What those who know May like and admire about her

A quietly determined lady

Always ready to get involved in things

Loves the company of the other people she lives with and they hers

Always up to date with topical news

Strives to keep her independence



## Important To May

- To spend time on her own in her room for some peace and quiet when she chooses.
- To get up when she wants and have breakfast in her room, getting herself ready in the morning and at bedtime.
- To go to her room each evening at 8pm - if May is enjoying something on TV she will stay up to watch it..
- Watching songs of praise Sunday evening – May loves this, and following the soaps on TV,
- Spending time with the ladies in the upstairs lounge mid morning each day.
- Tom and Donald, May's sons, she looks forward to their weekly visits.
- Margaret, May's daughter. Margaret's visits are extra special as she lives in Spain but visits May when she spends time in the UK during Summer.
- May enjoys receiving letters from Margaret and her weekly telephone calls. She also loves writing letters to Margaret.
- Jim, May's brother. He telephones her on a Sunday at 6pm and has done for many years, they enjoy a good chat.
- Having Anne (May's friend and key worker) support her to have a bubble bath on a Friday evening.
- Chocolate and sweets and having a bowl of them on her occasional table.

## How best to support

- May will ask you to help her go up in the lift mid morning each day to spend time with the ladies upstairs, May will let you know when she wants to come back down.
- Know that May does not like to be wakened in the morning she will get up of her own accord and get ready.
- May will sit in her room in the afternoon, she needs that time to be away from others. May likes the structure her routines give day to day life, any changes will "throw her".
- May worries about the logistics if she has a hospital appointment, reassure her that transport has been arranged, who will be taking her and how much money she will need.
- May enjoys her independence and requires no support to get up or get ready for bed, respect this.
- If May becomes what she refers to as 'hot and bothered, sitting in her room alone helps her to feel calmer.
- May needs support to go downstairs in the lift to receive phone calls from Jim and Margaret, she will let you know when she needs to go down and enjoys sitting and waiting for their call.
- Know that May prefers to have her bath on a Friday unless Anne is off duty – she prefers to wait until Anne is in.
- Find time to spend time alone each day, if anything is bothering her this is the time she would tell you.
- Respect the fact that May's beliefs mean that she does not play bingo or join in activities on Sundays.
- May will feel she is "being a nuisance" if she needs to ask you for help, she worries she is taking up too much of time when you are busy, ensure she knows this isn't the case.