

Important To Nora

That her routines run like clockwork – everything has to happen at a certain time, eg. if the nurse is not on time to give her insulin injections Nora has a really bad day.

To watch the channel she wants on the TV. She loves watching telly, Emmerdale is favourite.

Seeing her sons and daughters.

Going to Anthony's for lunch.

Going out to Ashton for fish and chips.

Being in charge of the remote control for the TV and it is on her table at the side of her chair.

Nora's chair must be positioned in a particular way.

Going out with her son's Tony and Jim.

Speaking in her own way to the family on Jim's mobile phone.

That other people do not go in her bedroom.

Getting up at 6am on the dot.

What those who know Nora say they like and admire about her

So caring to the other people she lives with.

Her singing and how she says words when singing.

Wonderful sense of humour.

Her preciseness.

The way she looks out for others.

Her beautiful dress sense.

A real feisty woman.

Very patient.

A great character.

Very friendly.

Always so grateful.

Works so hard to be independent.

Her chuckles.

How best to support Nora

Nora's routines are central to her happiness – to support her well we should follow them.



Nora

Important to Nora about going to bed

As soon as the music at the end of Emmerdale comes on Nora likes to go to bed, Nora will take her feet off her footstool, remove the rug from her knee and look in an obvious way at the clock.

Nora washes her face herself, she uses her Dove soap.

Nora loves to wear clean clothes each night for bed, she chooses which nightie she will wear.

Nora must choose the clothes she will wear each evening for the following day.

Nora has talc on after her wash, she has no particular favourite, but usually uses the talcs she has received in gift sets over the year.

Once in bed Nora must have her four pillows arranging comfortably.

Nora must not use a duvet, she prefers cotton sheets and a bedspread – she is only comfortable with lightweight covers.

That her small lamp by the bed stays on all night.

To support Nora in her evening routine

At 7.30pm two staff need to support Nora from her armchair into her wheelchair to go to get ready for bed in her bedroom.

Support Nora to use the commode in her room.

Fill the sink with warm water and soap Nora's flannel up with her Dove soap so that she can wash her face. Rinse the flannel for Nora to rinse her face. Nora then dries her face herself.

Nora always has a body wash which she needs staff to carry out for her.

Nora doesn't use any creams unless prescribed by the doctor but she likes a fine layer of talc sprinkled over her body before putting her nightie on.

Hold three clean nighties up for Nora to choose the one she would like to wear.

Nora always has clean underwear and pad for bed.

Two staff need to support Nora into bed. Nora has four pillows as she sleeps in an upright position.

Nora's bedroom should always be warm enough for her to sleep comfortably with just a cotton sheet and a bedspread – if it is bitterly cold out ask if she would like a blanket.

Ensure Nora's small lamp is left on.

Nora's evening routine

What is happening/ where/when	When Nora does this	We think it means	And we should
<p>Anytime.</p> <p>Nora is being asked to make a choice or answer a question, for example choosing her clothes.</p> <p>Nora is being asked to make a choice or answer a question.</p>	<p>Nora shouts 'yes'.</p> <p>Nora says 'yes' but her facial expression is cross and her tone is sharp.</p> <p>Nora smiles and says 'yes' enthusiastically.</p>	<p>She wants to go to the bathroom.</p> <p>No, she doesn't like the item of clothing you are showing her or the answer to the question is no.</p> <p>Nora is telling us 'yes'.</p>	<p>Support her to the bathroom.</p> <p>Respect the answer to the question is no. Show her more options when choosing her clothes.</p> <p>Depends on the question or choice but respond accordingly, letting Nora know we understand she has told us 'yes'.</p>
<p>In the evening</p>	<p>Nora will take her feet off her footstool, remove the rug from her knee and look in an obvious way at the clock.</p>	<p>She wants to get up out of her armchair and go to bed – usually 7.30ish.</p>	<p>Check with Nora if she wants to go to bed. If so support her (see Noras' going to bed routine).</p>
<p>Anytime</p>	<p>Nora grimaces and says 'yes' in a cross tone or swears.</p>	<p>She is unhappy – perhaps her routine has not run like clockwork, the nurse is late or early (Nora hasn't finished her breakfast), somebody may have gone in her bedroom or she doesn't like what is on TV.</p>	<p>Sit and talk to her.</p>
<p>Anytime</p>	<p>Nora holds your hand / smiles at everybody.</p>	<p>She is happy.</p>	<p>Enjoy her company.</p>

Nora's communication chart

**What is happening/
where/when**

If Nora has swore at you at some point that day/night.

Anytime

Anytime

Anytime

When Nora does this

Nora takes your hand and says 'yes, yes, yes' in a positive way.

Nora shouts and shakes her finger.

Nora tilts her head to the side and utters words softly.

Nora is very quiet and does not smile.

We think it means

I am sorry, forgive me.

Nora is angry or frustrated.

Nora is feeling sympathetic towards somebody.

She is feeling sad or bad.

And we should

Reassure her.

Talk to Nora. Acknowledge her anger/frustration.

Acknowledge her kindness.

Talk to her – ask what is wrong.



Nora's communication chart