

One Page Profile To Working Not Working



What those who know Mr. Joshi like & admire about him:

My memories of watching him play cricket - he was brilliant.
 His gentle nature & care for others.
 A true gent.
 His softly spoken wise words.
 A quietly determined man.
 A strong man who is not afraid to show his emotions.
 I just love to listen to him.

Important To Mr. Joshi:

- His family, mum, brothers, sister nieces & nephews.
- Having a cup of Indian tea each time a carer NOT other tea or coffee
- Indian tea & toast at the breakfast call is a favourite
- Having breakfast tea & coffee in stock to cater for guests who visit his home.
- Visiting his mum
- Watching sport on the TV, any, but the cricket is his favourite
- Watching quiz shows on TV, eggheads is his favourite
- His privacy and others respecting that he is a private person.
- To be able to get out & about into Ashton and Manchester when he would like to
- Having regular carers and developing a friendship with them
- Chatting with the warden at his sheltered accommodation each morning when she is in the communal lounge, chatting with the other people who live there
- Going to the coffee mornings in the communal lounge, chatting with the other people who live there
- To get up in his own time, usually around 10am
- His Hindu faith, celebrating religious festivals and other causes for celebration such as family members are a real joy to Mr. Joshi

	What's Working	What's Not Working
Mr. Joshi's perspective	<p>His old regular carers calling in to see him.</p> <p>The regular carers still supporting him each morning.</p> <p>Coffee mornings in the communal lounge at the sheltered accommodation.</p> <p>Staff booking the ambulance when Mr. Joshi has hospital appointments.</p>	<p>Carers become my friend & then manager moves them.</p> <p>Different carers calling in the evening.</p> <p>Carers not turning up without letting him know - Mr. Joshi points out this is very rare.</p> <p>Feeling very lonely & becoming worried, low & depressed.</p> <p>Carers assume Mr. Joshi wants tea or coffee he no longer asks for Indian tea.</p> <p>Having little to do during the day.</p> <p>Not being able to visit my mum in the care home or get out on the bus because I have lost confidence & there are no staff hours to come with me.</p>

District nurses calling each morning prior to the home care worker.		
ACTION PLAN	WILL DO WHAT	BY WHEN
Freda	Give Mr. Joshi the number to call if carers do not turn up	Today - 29/08/08
Pauline	Speak to all the home care workers at the next patch meeting to share Mr. Joshi's one page profile to What's Working Not Working to ensure all are clear about it, especially his love of Indian tea.	1/09/08
Pauline	Will arrange for a carer to go through the social directory with Mr. Joshi around things to do during the day.	30/09/08
Pauline	Will arrange to visit the day centre with Mr. Joshi as a possible option for during the day	15/09/08
Sue	Will meet with managers to discuss impact of different carers supporting and look at how this	15/09/08