

What is important to Pat, and how she wants to be supported

What those who know Pat best say they like and admire about her

- Funny, loving, generous to a fault, good friend and neighbour, compassionate, great company, town and country planner, thoughtful, endearing, interested in others, always wants to help, ability to laugh at herself.



What is important to Pat

- To have people around her to chat with every day. Pat loves company and always has a warm welcome for visitors who pop in most days.
- To stay living in her own home in the street where everyone knows her.
- To have new books to read every week, usually 5 or 6 which are delivered to the door by the mobile library.
- That the house and garden are kept tidy.
- To always know how much money she has in her bank account.
- To know that her son's grave is tidy, cared for and has flowers on it once every 4 to 6 weeks and to visit it in good weather when feeling well enough.
- Pat must have a 99 cornet with a flake, raspberry sauce and sprinkles from the ice cream van every day, unless out and about.
- To feel fully involved in all aspects of her children, grandchildren and great grandchild's lives. Preferably in person, but also via Facebook.
- In particular, to see or hear from her children Michelle and Carl 3 or 4 times a week and to see or speak to Katie every day and to know everyone is safe and well.
- To enjoy a cup of tea and a chat with her friend and neighbour Beatrice most days.
- To see her great grandson Oliver at least once a week.
- To be able to chat to people on the phone most days and to catch up with her sister, Sheila at least once a week.
- To see Jodi and her daughter Danielle most days and to go out shopping or for meals with them whenever she feels well enough.

How best to support Pat

Pat is still grieving for her husband who passed away earlier this year. She needs to know that it's ok to take the time to reminisce and talk about her loss.

Pat hates to be alone and feels anxious if this is necessary. Ensure that the front door is left unlocked during the day so that friends and neighbours can pop in at any time. Make sure that the phone is within reach as Pat will try to find it when it is ringing and this can result in her becoming breathless and panicky.

Pat has C.O.P.D. (Chronic obstructive pulmonary disease) and emphysema and uses an oxygen machine 24 hours a day to help her to breath. Check that she has her portable oxygen cylinder nearby (with spare batteries) in case there is a power cut or a problem with the machine. And that her medication and nebulizer are within arms reach.

Pat can become frustrated by her inability to do all the things she used to, such as ironing, household chores and popping out to the shops. She hates having to rely on others to do so much for her and feels like a burden. Reassure her that what she is asking for is not a problem and try to spot what needs before she has to ask.

Pat loves going to the local hospice day centre on Mondays. She needs to have plenty of time to get ready in the morning and will feel stressed and breathless if she is rushed.

Pat is susceptible to severe chest infections. Never visit her if you are unwell.