

Kenny's story

Person centred
thinking and
people with
dementia

Kenny's story

Kenny is 64-years-old and is one of the most welcoming people you could wish to meet. He has lived in a home which supports people with dementia for five years.

As a young man, Kenny was a professional football player for Blackpool FC. Aged 25, he went into the textile trade as a salesman, until retiring due to early onset dementia at 54-years-old. Kenny loved sport and played every sport going. His mum Ethel said, "if sport had been his exams, he would have been top of the tree in them all".

He loved golfing holidays with his mates and he also spent many happy weekends away with his wife Jean in their caravan, which was his pride and joy. Kenny and Jean didn't have any children but as Jean said, "we were always content to just have each other and our group of friends".

Kenny was a very confident man who could go and chat with a roomful of strangers easily. He enjoyed socialising with friends and a drink in his local, most days on his way home from work.

It was clear to those close to Kenny, that he was bored and restless. Kenny no longer uses any words to speak and is unable to move around unless supported by two staff members or in a wheelchair, due to a fall which led to a broken hip a year ago.

A person centred review meeting was arranged to see how life could be better for Kenny. Invited to the review with Kenny, was his wife Jean, his mum Ethel, the facilitator Gill and the support staff who knew him best, including Adrian the nurse who had specialised in dementia care. Prior to the review, Adrian carried out a functional assessment to establish a broad brush view of the stage of dementia Kenny was at. At best this could be helpful in creating activity which would increase Kenny's well-being and ensure he had the things that mattered to him present in his life. At least it would give those close to him ideas to try, in order to learn what worked well for Kenny.

At Kenny's review meeting, everyone shared what they had learned about what was important to Kenny, what they thought the best support looked like for him and what was working and not working from the perspective of Kenny (their best guess), his family and the staff team.

At the review everyone was astonished at how much they knew about what mattered to Kenny. Most worryingly though, they realised that lots of the things that mattered to Kenny were not present. Using the what's **working and not working** tool showed a grim current reality. They developed a detailed action plan to improve Kenny's life.

They learned that Kenny communicates with his behaviour, but not everyone who supported Kenny understood this. Therefore one of the first actions from the person centred

review was to record how Kenny communicates, using a **communication chart**. Something else that was not working for Kenny was that he was bored, so another action from the review was to explore how they could provide opportunities for Kenny to try new things, to help them learn more about what would make life better for him.

Before Kenny lost his mobility last year, he was always on the go. There were two things that Kenny had loved doing - standing and watching what was going on in the kitchen and getting a newspaper. Kenny would pick up newspapers and magazines and look at them whenever he could. At the review, people decided to figure out using learning logs, whether Kenny still wanted to watch what was going on in the kitchen and to find out what it would take to support him to buy papers and magazines at the local shop.



He used to stand and watch what was happening in the kitchen so they decided to use **learning logs** to learn what worked and didn't work about this and whether it would make sense for Kenny to sit where he could continue to look into the kitchen.

Kenny now loves to sit and watch the cook prepare meals through the hatch and is now actually getting involved by having a table tray fitted on his wheelchair to mix ingredients on. He loves it!

He also gets a daily newspaper now and come rain or shine, he is supported in his wheelchair to go and pick it up himself from the newsagents. This is working well - Kenny is animated and laughing, clearly telling us he is happy with what is happening.

Support staff are using **learning logs** to record their ongoing listening and learning from the new things Kenny is trying. Life is much more interesting for Kenny these days - evidenced by the spark in his eyes and frequent smile on his face - a rarity before staff explored these approaches with him. Staff are also much clearer about how Kenny communicates and how they need to respond. His support worker Jane described that, "it's been like a transformation".

What is working and not working in Kenny's life

	
What's working?	What's not working?
Kenny (our best guesses)	
<p>Jean and mum visiting often.</p> <p>Watching DVDs with his wife Jean</p> <p>Chocolate.</p> <p>Long soaks in the bath - with bubbles.</p>	<p>Having nothing to do.</p> <p>Sitting alone for long periods.</p> <p>Not being able to walk around without help.</p> <p>Not going outdoors.</p> <p>Not being able to watch what is happening in the kitchen.</p>
family	
<p>Kenny always looks very smart and is well cared for.</p> <p>Kenny's physical health is good. His skin is much less irritated than it was - the new cream is working well.</p>	<p>Not everybody understands how Kenny communicates.</p> <p>He is bored and restless a lot of the time, with nothing to do.</p> <p>He only gets old magazines and newspapers to look at, nobody reads the paper to him.</p> <p>Kenny rarely gets outdoors.</p>
staff	
<p>The care Kenny receives.</p> <p>The diet supplements.</p> <p>Pureed diet.</p> <p>Drink thickener.</p> <p>Pressure relieving mattress.</p>	<p>Kenny's boredom.</p>

What am I communicating to you?

At this time	Kenny does this	We think it means	And we should
Anytime.	Banging puffing and blowing.	Kenny is fed up bored or uncomfortable and wants some company.	Sit with him, offer reassurance, chat with him, have a look at some magazines or a newspaper, support him to have a walk around. Ask if he wants the bathroom. He will reach out to link you if he does.
Anytime.	Kenny puts his fingers in his mouth.	He would like a drink.	Offer Kenny a drink - tea two sugars or hot chocolate are his favourite. Use 1 scoop thick and easy. Always in a mug.
Anytime.	Goes very pale. You just see the colour drain from his face.	He is afraid.	Sit with Kenny, stroke his hand and reassure him he is OK. Dogs - real or on TV - terrify Kenny. Turn the TV over if they are on TV. Cars going fast on the roads also frighten Kenny. Always use pelican crossings and do not walk close to the kerb with Kenny.
Anytime.	Strokes his head.	He is upset about something and comforting himself.	Offer reassurance and comfort by chatting with him, holding his hand or looking at the paper or a magazine with him.
Meal times.	Lays his head on the table and pushes his plate aside.	He does not like the food or he is not hungry.	Offer an alternative from foods Kenny's family have said he enjoys. Must be pureed. If Kenny still refuses leave it and offer him something later.

Learning log

Date	What's happening? Where? When?	Who was there?	What worked well? What should continue?	What didn't work? What needs to be different?
10/09/10	Gill chatting with Jean (Kenny's wife) and Kenny in the visitors lounge. 2.00pm - 3.30pm	Gill, Jean and Kenny.	Jean was talking about Kenny's time playing football and their holidays. She was reminiscing and showing Kenny old photographs. Kenny held a few photos to look at. Kenny stayed awake and alert for a good hour.	Kenny cried after Jean left. Perhaps next time put the photos away at least an hour beforehand, so she and Kenny have time to sit and watch a DVD before she leaves.
11/09/10	Reading the newspaper in the lounge to Kenny. 1.00pm - 1.30pm	Pam and Kenny.	Kenny's gaze was fixed on Pam as she read the newspaper. He stayed alert and listening for half an hour. He smiled and clapped his hands as she read the football reports and showed him the pictures. Try talking newspapers.	Pam was interrupted a number of times and called away to help other people.
13/11/10	Kenny sitting in lounge. 1.00pm - 2.30pm	Kenny. Tom and Sam in the lounge.	Kenny went through the newspaper, smiling, looking intently at the pictures and frequently smelling it. He folded it very neatly and put it on the table by his side.	A member of staff tidying up moved the newspaper away. Kenny was shouting out, obviously upset.
15/11/10	Kenny and Jess went to the newsagents in the village to buy the Sun newspaper. 10.00am - 10.40am	Kenny and Jess.	Pat and Jess helped Kenny wrap up and get into the wheelchair, chatting enthusiastically about having a walk to the shop. Kenny was smiling. He was looking around him and watching everything all the way to and from the shop. Jess was chatting about the weekend's football. Kenny was clapping.	Kenny appeared frightened when waiting to cross the road. Not reading the signs quick enough. Kenny goes very pale when he is afraid. Try using the pelican crossing at the corner next time, so Kenny does not have to be right by the kerb until the cars actually stop.
14/11/10	Kenny, Tessa and Sal (cook). Hatch area of lounge looking into kitchen. 11.00am - 12 noon	Kenny, Tessa and Sal.	Kenny sat where he could look into the kitchen area through the hatch. Sal was telling him what she was preparing as she went along. Sal and Kenny had a cup of tea together.	Kenny was trying to reach out and hold things. Try having a tray on his chair so as he can get involved.

Action plan

Who?	What?	By when?
Pam	Use learning logs and ensure other staff are using them, in order to capture our continual listening and learning, about what is working and not working for Kenny.	2nd September 2010
Pam	Take the ongoing learning from Kenny's learning logs, in order to gather more rich information to add to Kenny's one page profile and develop a person centred description, reflective of Kenny and how he wants to live and be supported.	Every two weeks from 16th September 2010
Jane (manager)	Ensure all staff are updated with what we are trying to do and receive necessary support to use person centred thinking tools, record learning and implement changes.	25th September 2010
Jess, Shirley, Linda, Pat, Glenn	Arrange for Kenny to be supported to go and buy a daily morning newspaper each day and buy magazines once a week. Record detail on learning logs.	Each day from 2nd September 2010
Jess, Shirley, Linda, Pat, Glenn, Sal	Try different ways for Kenny to sit close to the kitchen hatch to watch what is going on and explore opportunities for him to get involved. Record detail on learning logs.	Each day from 2nd September 2010
Paula, Jess, Shirley, Lyn, Cheryl, Pat	Explore drawing and writing with Kenny. Spend time with Kenny drawing and writing, look for opportunities to develop this. Record detail on learning logs.	Twice a week minimum from 2nd September 2010
Jane	Will ensure all staff are familiar with developing communication charts and that they all read Kenny's communication charts and continually add new information about what they are learning Kenny is saying to us.	6th September 2010

What is important to Kenny

Jean, his wife and her visits every Wednesday and Sunday.

Watching his old collection of DVDs with Jean. Stewart Grainger films are top of the list.

Sunday.

Chocolate. Or any chocolate based food and it must be soft. He always has some chocolate after his meals. Milky buttons are good or any small, soft pieces of chocolate.

Kenny loves sweet food – custard is his favourite.

Drinks of hot chocolate or cups of tea with 2 sugars.

Kenny enjoys looking at newspapers and magazines. He particularly enjoys looking at the pictures.

Having someone sit by him, reading the newspaper to him and chatting with him.

Having a long soak in the bath each evening with bubble bath. Any, as long as there are lots of bubbles.

Kenny loves water. Washing his hands in a sink bowl filled with warm water is a must each day when he gets up.

Having a walk around with 2 staff helping. He doesn't mind where he goes, he just loves being on his feet and clapping his hands.

Going outdoors for walks in his wheelchair. Kenny does not walk outdoors. He would always want to go back inside when on his feet.

Kenny must be supported to go to the newsagent, in his wheelchair, for his daily newspaper. Never move it away from him until he goes to bed.

Watching the cook prepare meals. Getting involved in the mixing and so on.

Having a pen, pastel or chalk in his hand and some paper to draw on. That you draw with him.

Kenny must never be near dogs. He is afraid of them.



Kenny

What others like and admire about Kenny

Welcomes you with an open hand.

Grounded.

Very Loving.

So laid back.

How best to support Kenny

Know that Kenny uses his wheelchair if going outdoors for walks. Never ask him to go outdoors when you and another person are assisting him to walk. He will only go outdoors in his chair. He will become very upset if you ask him to walk outside.

Kenny must always have 2 staff to support him when walking indoors. Staff link Kenny on either side.

Know that before Kenny fractured his hip last year he would enjoy walking around freely. He is no longer able to do this so support him to move around at least every couple of hours.

Kenny needs help to eat his meals.

Kenny has a pureed diet.

Make sure he has chocolate when he has eaten his meal. Help him to eat his meal. He is not keen on savoury food, but enjoys sweet food.

Any chocolate Kenny has must be soft enough and small enough for him to suck otherwise there is a danger of him choking.

Kenny does not need any help to take his drinks.

Kenny must have his drinks thickened as he coughs a lot when drinking. One scoop of thick and easy in a mug.

Kenny has diet supplements because of his low weight.

Know that Kenny is bored when he is banging his hands on the side of his chair – see his communication chart.

Kenny has a pressure relieving mattress to sleep on.

If Kenny is not getting off to sleep, apply a little cream.

It might be that his skin is itchy where he has tiny patches of dry skin.

Know that Kenny is terrified of dogs – real or on TV. He will go very pale. Reassure him, remove the dog or turn the TV over.

Kenny will soak in the bath for a good half hour. Ensure the water stays warm enough and create lots of bubbles in the bath. This is a real highlight of the day for Kenny.