

What is happening/where/when	When Jenny does this	We think it means	We need to do this
Anytime	Puts her clothing into her mouth	She is thirsty	Offer her a drink - tea or coffee with a drop of milk onesugar is favourite - must be in a mug
Meal times	Doesn't lift her knife and fork, looks at her plate	She needs help cutting some of her food	Jenny is embarrassed that her fingers are bent with arthritis - sensitively offer to cut her food - quietly
Going to the bathroom	Backs away from the bathroom door	Jenny is anxious	Leave it and go back later
When using the lift	Begins to shout	The gap between the floor and the entrance to the lift makes her anxious	Reassure her and link her as you get into the lift