

Example of Background history.

William (Bill) was born on the 2nd February 1941. His father, also called William, died in the war and his mother, (Bill called her Mazi and will sometimes ask about her), remarried Reggie Ryder who brought up the family. Bill was the eldest child, he has 2 brothers, Sidy, married to Margie, Reggie (married to Lynn) and 3 sisters, Gwen, Eileen and Linda. His step father, Reggie, died suddenly when Bill was 16. This meant he took on a lot of responsibility for the family.

Bill had always lived around East London. Canning Town, East Ham before moving to Benfleet about 12 years ago. He also likes Clacton, where he has a lot of family.

He married a woman called Jeanie, both quite young, when she fell pregnant. They had 2 children William (little Billy) and John. They split up and he met Sandra, although not married they have been together for over 40 years, they have a son, Danny, and Sandra has a son from a previous marriage (Mark).

Little Billy lives in Clacton and has 3 grown up children. William, Lee and Emily. John also lived in Clacton but passed away recently from cancer, Bill is not really aware of this. John had 5 grown up children, Louie, Spencer, Miles, Paris and Bronte.

Little Billy sells caravans in St Osyth. Bill and Sandra own a caravan there and he used to enjoy being there and people watching. Sadly, as his memory declined, he has not been for a while as he started not wanting to stay there.

Danny supports families working for a local charity. He had a heart transplant and needed more surgery 2 years ago. Bill appears to remember this and will ask him how he is a lot. Danny is married to Diana and they have 2 children, Jack and Jaydan. They normally video call, Bill and Sandra, every evening but have been unable to do this since Bill was taken in to hospital. Bill attacked Sandra, recently, however, he is usually very accommodating and compliant unless he is provoked (he might swear if someone keeps asking him to do something he doesn't want to do, for example). Bill often carries a medal that Danny got in the transplant games. He is also very protective of his wallet and door keys and will get anxious about these if not with him. He may ask about his money a lot.

Sandra has Power of Attorney for Bill's finances. No one has this for his wellbeing and care but Danny tends to advocate on his behalf, as this is what he does in his professional role for families.

Bill has had a number of jobs. He sold lampshades at markets, such as Rathbone, Brick Lane, Woolwich and Maidstone. He also dabbled in making concrete garden ornaments and selling these. However, prior to retirement he worked, for many years, driving disabled children to school on buses for Newham Local Authority.

He doesn't have many interests. He used to be obsessed with playing a scrabble game on a DS but suddenly stopped. He used to like old films, and dramas, like Sherlock Holmes or New Tricks. Bill tends to like to potter about. He was a smoker and would often roll cigarettes and smoke these whilst watching the world go by. He would mainly spend his time sitting in the conservatory at his home doing this. He may be comforted by having something to do with his hands.

He will need prompting to eat and drink, and perform other basic activities, he really likes to sleep and has not been in a very good routine as Sandra was struggling to meet his needs. He has a history of gall stones and will sometime say he has a pain in his stomach. He is not an overly fussy eater but he isn't overly fond of lamb. He enjoys gammon, jacket potatoes, fish and chips. He likes porridge and fruit for breakfast. It is recommended that he has a low fat diet because of his gall stones. He is

on warfarin and has to have blood tests to check his INR, this cannot be a finger prick test as these are not reliable in Bill's case.

His GP details are High Road Family Doctors,

If you need any additional information then please call, Danny, on

Example of email communication with the home

From: Daniel Newland and **Sent:** 31 July 2020 15:31

To: manager.chaplin@runwoodhomes.co.uk <manager.chaplin@runwoodhomes.co.uk>

Subject: Re: William Newland.

Hi Chaplain Lodge Team.

I called the home but it was a poor line. I got the gist, however, that there is going to be a meeting between the home and Dementia Crisis Team.

Please let me know if the family can support in anyway. Dad's decline and not being able to visit and try to help settle him has been difficult for us, we appreciate all you have been doing, and continue to do for him; I used to speak to him each evening with the kids to try and keep us being remembered by him but I didn't see any recognition during my last video call.

As you know I have been firm about being dad's point of contact. This is only because my brother does not share information with me, whereas I do with him. I don't actually object to any family member being informed about dad, even before me, as long as I am kept informed generally; please don't feel tied or GDPR concerned, my aim is only to involve me and my mother in any key decision, as well as my brother.

Please do let us know if we can assist in anyway.

Thanks again.

Danny