



Mrs M was already a familiar face in her nursing home as her husband was also a resident before passing away and she has now been a resident for 4 years.

Following the death of her husband Mrs M was diagnosed with depression and with further communication difficulties Mrs M regressed into herself with the lack of familial and social interaction.

Contacting Caledonia Social Care in July 2017, Mrs M's brother believed she would benefit with some one-2-one contact, engaging with her outwith the family and care setting environment.

Tailoring a support plan with 2 hours a week Caledonia Social Care provide a personalised care service around Mrs M's interests and hobbies, from gardening and listening to music to browsing magazines together. With the introduction of her support worker Christine in August 2017, together they go for walks, visit local garden centres and even sing along to Mrs M's favourite Elvis, Johnny Mathis or Matt Munro music tracks. In fact, one of Mrs M's favourite things is to have her nails painted and dance along the corridor of the care home at every opportunity with her support worker!

Within 6 months Mrs M had a noticeable improvement in her communication skills and has built a trusting, friendly and positive relationship with her support worker. Staff at the care home recognise the difference too, each time she returns from her adventures Mrs M is noticeably happier and relaxed. Mrs M's brother stated "there is no doubt about it, the support from Caledonia Social Care definitely makes a difference to Mrs M".



"Mrs M is a very cheerful and tactile person. We have built up a really good relationship together which has enabled me to find ways to communicate effectively and engage to understand her needs, wishes and thoughts, even though Mrs M can't communicate these verbally. It's been wonderful to get the opportunity to enable Mrs M to get out to meet others and also explore the local community including a little window shopping which she loves."

**Christine, The Support Worker**



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