

## APPENDIX 1

### User Experience “I” Statements.

Southwark Service Users have expressed a series of ‘I’ statements which articulate the outcomes that are most important to the way they receive the service:

#### General Care At Home Specification (Lots 1-9)

- I want you to be honest with me.
- I want to feel safe and protected from abuse.
- I want to be treated with dignity, empathy and respect at all times.
- I want regular and replacement carers who know me and respect who I am, my culture and my beliefs, and what is important to me.
- I want suitably trained and supervised care staff.
- I want to receive clear good quality information right from the beginning.
- I want to know where to go for advice.
- I want to know how much this will cost me from the start.
- I have the right to choose how I live my life and be as active and go outside as I want.
- I want to stay living in my own home and maintain my community, social, cultural and /or religious networks.
- I want to be able to speak to someone who I can understand and who understands me, in the way that I have agreed works best for me.
- I want my family and friends to be involved and consulted with my consent.
- I expect that the quality of my care does not depend upon me having family or friends who advocate on my behalf.

#### Extra Care

The “I” Statements set out in the general spec contains statements that have been developed further through consultation with residents in the extra care schemes to include:

- When I moved into extra care I felt supported by staff who understood any anxiety I may have had as a result of my move.
- I want interesting and stimulating activities to take place in the extra care scheme
- I want support to retain links with my family, friends and wider community.

## About me and my home care schedule

This schedule is to be retained at the front of the care plan kept in the service users home  
This is a worked up version which describes a fictional person, that has been drawn up by a panel of people using home care service in Southwark.

### 1. What I want you to call me

- Mrs Morgan

### 2. Contact..... Tel .....relationship..... if you are worried about me or want to talk about my care (but it is not an emergency)

Audrey Morgan (Daughter – tel 012233445566) or email  
[Audrey.Morgan@daughterlovesmum.com](mailto:Audrey.Morgan@daughterlovesmum.com)

### 3. This is what you and I need to know/do before you start

- Talk to me before you start providing care
- Tell me your name, your agency and show me your ID
- Please make sure I have taken my medication before you go
- Please check how I am feeling today and how I slept last night
- I wear an incontinence pad and please check with me if it needs changing

### 4. This is what you need to know to communicate effectively with me

- Check that I can hear you
- Please speak slowly and clearly to me
- Please ensure that the TV and radio is turned down and my hearing aid is clean and functioning well
- Check if I need my glasses and speak to me at my eye level even when I am sitting down
- Check if I like to be touched when you speak to me

### 5. This is what I like to do/talk about

- I like watching football and cricket
- My favourite TV programmes are comedies and nature programmes and my favourite soap is Emmerdale
- I brought up six kids
- I sang in a choir for 30 years

### 6. This is what really upsets me

- Leaving the door open and letting the heat out
- Putting my used incontinence pads in my kitchen bin or blocking my toilet
- Speaking on your mobile phone when you are with me
- When you use my landline phone

- Coming in with wet shoes without wiping your feet
- Calling me “mum”

7. Where things are kept

- Cleaning things are kept under the sink
- Clean bedding is in the bedroom on the top shelf of chest drawers
- The tea/coffee/sugar are in the 2<sup>nd</sup> shelf next to the cooker
- The bin is in the kitchen and needs to be emptied into the bin outside when full. The bin bags are in the top draw next to the sink
- Frozen meals that my daughter has cooked for me are in the freezer and can be reheated in the microwave
- Please check pockets for tissues or sentimental items before clothes go in the washing machine. Clothes can be dried on the hanger in the bathroom.