

# London Borough of Southwark

## **Additional Adults Care at Home Tender**

## Service Specification

### About me and my home care schedule

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## Appendix 5



## Appendix 5 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 services 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 re-heated 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.