

One-page profile

Things we like and admire about Mary

- Salt of the earth!
- A great woman.
- A wonderful character.
- Her funny sayings.

What's Important to Mary

- Brenda her daughter who visits at least twice a week, Maureen Mary's other daughter who lives in Harrogate and visits every few weeks.
- Michael, Anthony, Jay and Katy, Mary's grandchildren.
- Mary loves her food – fish and chips are favourite.
- Chocolate is a must – Mary has a supply in her cupboard.
- To have her hair done each week.
- Mary loves hugs and affection.
- Listening to her selection of CDs which she keeps in her bedroom.
- Having a sing song is always good.
- Banter – having good rapport with those supporting her.
- Fish and chips in Morrison's café is favourite.
- Watching The Proms, anything to do with royalty – changing of the guard, Songs of Praise – hymns are favourites of Mary.
- That you chat to her lots – about Brenda, about your own families, what you have been doing Mary will enjoy listening.
- Lots of compliments are a must and will encourage conversation as Mary likes to tell you about where she got things from.
- Her room – her pictures of her family, her CD player, her cushions and throws.

How to support Mary

- Always be aware that due to the number of interventions (as detailed in the care plans around skin integrity) there is a real danger Mary may miss out on the fun things that are going on – be mindful of this and ensure Mary is involved as far as is possible or that she wants to be.
- Know that Mary's head leans back and so she only drinks from a feeder cup or with a straw – see care plan for detail.
- Mary will swear – never be offended it is not vulgar and isn't intended with any malice.
- Mary needs a supporter who will have banter and fun with her – who can pick out words Mary says to keep the conversation alive.
- You need to know Mary well to understand her – she will often not mean what she says – she may be unhappy with you and tell you straight, but learn from her family and the staff who know her best.
- Mary's chocolate is in the small cupboard in her room, ensure she is offered some each day!