

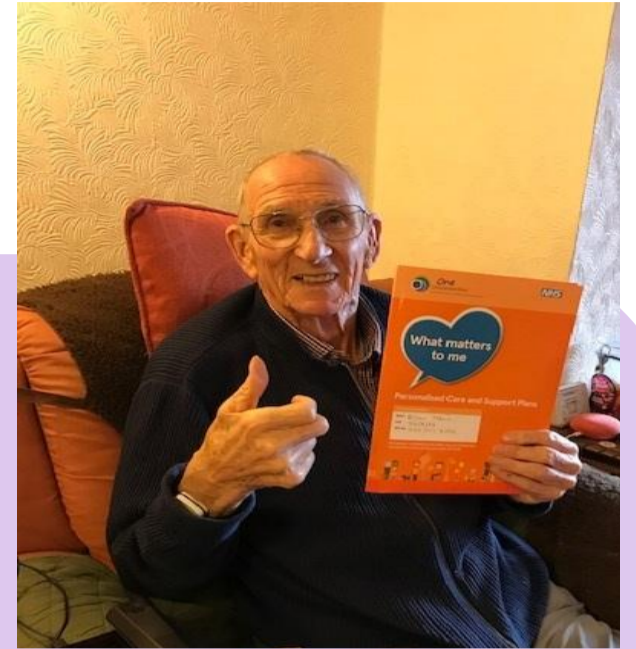


# One Glos 'Personalisation into Practice' Our People Stories

## All it took was to ask... What matters to me...

### Glenda

Frailty Matron  
Aspen Medical Practice



Brian

#### 1. Tell us about how it happened, and why you are proud of it.

Brian was referred to the Frailty team, having lost his wife a few months previously. When I first met Brian many people were concerned about him and 'advising' what he needed to do. I spent time actively listening to Brian in a bid to understand exactly what he wanted linked to medical, physical, social and psychological needs. His key preferences being to remain independent, improve his quality of life and reduce the worry for his children. It has been amazing to see a difference in his persona.

#### 2. Tell us, who did you work with?

I worked with GCC adult social care, GHC heart failure specialist nurses, GHFT's cardiologist, pharmacist, AgeUK Glos, GHC's Equipment services, Brian, his son and daughter & NHS Glos ICB

#### 3. Tell us, how you did it?

It was important to stand back away from all the opinions and concerns of others and actively listen to Brian's story. Using what matters to me, motivational interviewing, and health coaching techniques I was able to address Brian's key problems and discuss steps available to meet his goals. I was able to relieve the burden for Brian and his family by working collaboratively with other health care professionals.

#### 4. Tell us, what was the impact on the person?

Brian's is a totally different person than when we first met. He was in a hole and could see no way out. Brian may well have improved gradually as he came to terms with his grief but through using personalised care Brian has been able set aside his worries regarding engaging with the community. He was on a downward trajectory to becoming deconditioned and socially isolated which could well have had great impact on his physical and mental health. I am so proud of how far Brian has come.

#### 5. How did working in a personalised care make you feel?

The way I work has changed forever, courtesy of motivational interviewing and health coaching techniques. I will always start conversations with 'tell me what matters to you' never again will I tell a person what they have to do.

**6. What could health and care leads do to help make that happen?** Time allocation for personalised care consultations to be held to build trust and truly understand the whole person's needs and wishes, digital interoperability to liaise with other teams.

“ My name is Brian, I am 87 years old, I have multiple heart problems which make me short of breath and I have long term problems with loose bowels. My wife Pat and I managed well between us until sadly she died very suddenly and without warning earlier this year. When I met Glenda I was in a real state' my family were concerned about me and how I was managing. I had several health professionals looking at my physical health and life was overwhelming.

I spoke to my doctor who referred me on to the Aspen 'Frailty Team'. I immediately felt that I could talk to Glenda, about what mattered to me. She would always ask what I wanted to happen and what my concerns were. I was struggling with my mobility, motivation, medications and obviously my grief following the loss of my wife. Glenda looked at everything! How I was feeling, how I was managing, she spoke to my specialist nurse and consultant and addressed my concerns regarding my medications. My son and daughter met Glenda at my house several times and had long conversations about their concerns.

With the Frailty Team 'you ask and you get' Glenda and I talk to one another. Before I met the Frailty team, I was living...just!!! Now, although I will always miss my wife, I WANT to do things, I feel more like myself. I now ride my mobility scooter to two different lunch clubs. I'm sturdier on my feet following changes to my medication. Glenda has sorted an issue with my bowel which means I am now confident to go out. I have the personalised care folder and I know that anyone visiting the house will be able to see my 'me at my best' plan and respect plan. Glenda has now discharged me as I am managing well but I feel supported, and I know that there is someone there who will listen to 'what matters to me'.

