**Task B Removing the barriers case studies**

**Gerard:**

Gerard is a tall, muscular, middle-aged man who regularly talks to staff about his son’s care. He prefers to stand squarely face-to-face and speaks quickly, using a loud voice. Staff say that they feel uncomfortable talking to Gerard because he sometimes ‘stares at you’ with a fixed gaze. Staff say ‘He is in your face’ because they feel that he stands too close to them. Some staff think that

Gerard is aggressive and demanding because of the way he acts.

**Bill:**

Bill is a resident in a care home, who has been diagnosed with dementia. Tony is a care worker who knows Bill well. Bill will sit for long periods of time and

then become agitated. While sitting in his chair he has started to shout angrily at other residents.

*Bill* (very angry): You lot can get out of here, I don’t want you round here anymore.

*Tony* (calm and gentle tone of voice): Hello Bill, I am going to bring some coffee around in a minute. Would you like a cup?

*Bill* (raising his fist): You can get out of here too. Go on, get off or I’ll have you!

*Tony* (stepping back and lowering his head in a non-threatening way): Bill, you remember me. You told me about your time in the Merchant Navy back in the fifties.

*Bill* (still angry): Don’t remember you – you weren’t there!

*Tony* (calm, gentle, serious): No – but you told me all about your time on the Sea Princess. How you went to South America, how you met your first wife.

*Bill* (less angry but accusing tone): How do you know all that about me? Have you been spying on me?

*Tony* (serious, sincere but calm): No Bill, honest, I would never spy on you. We had a long talk yesterday and I really enjoyed hearing about all the things you used to get up to. I was really interested – you’ve lived an exciting life. I was wondering whether you might have time to tell me a few more stories?

*Bill* (calmer tone of voice): Well, what about all these people in here?

*Tony* (expressing genuine interest): We could leave them for the moment – tell me more about your

time in South America.

*Bill* (calm): Not sure I can remember, what were we talking about?

**Gloria:**

Gloria grew up in the Caribbean and came to the UK 60 years ago. She now lives in a residential care home because she has developed some memory loss and disorientation associated with Alzheimer’s disease. Gloria also has some hearing loss and uses a hearing aid. Gloria’s first language is English, but care workers sometimes have difficulty understanding her speech. Sometimes Gloria will talk about places and events from the past that care staff have difficulty identifying with. Some care staff think that Gloria is ‘confused’ and that trying to communicate with her is a waste of time. Gloria sometimes becomes distressed because she is lonely and there is no one to talk to.