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| **Name** | Pam |
| **Outcome** | I get to see a friend every week for a cup of tea. |

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| **Areas to consider**  **(support sequence)** | **Ideas to explore and actions to take** | | |
| **Can we help you increase your confidence, knowledge or skills in relation to this problem?** | Ideas to explore  Feeling confident in getting to Rose's on my own using my rollator. | | |
| Who  Pam | Will do what  Take every opportunity to use the rollator in the flat when the carers are there | By when  Next week |
| **Could technology help?** | Ideas to explore  Using Facetime with an iPad | | |
| Who  Dianne (daughter) | Will do what  Get mum an iPad for her birthday and show her how to use FaceTime with the family. Ask Josh (great grandson) to come and practice with her. | By when  September |
| **Could family and friends help?** | Ideas to explore  Could take her over to Rose's when visit. Ask neighbour Beryl to pop in after she's been to town. | | |
| Who  Dianne | Will do what  Go and see Beryl and ask if she can visit | By when  Friday |
| **Are there community resources or universal services that could be useful?** | Ideas to explore  Go to centre an additional day | | |
| Who  Maggie | Will do what  Contact The Oaks and see if there is another session available on Tuesdays or Wednesdays | By when |
| **What can the Wellbeing team do?** | Ideas to explore  Build Pam's confidence in getting to Rose's (neighbour at number 3).  Find half an hour in rota to take Pam next door and collect her. | | |
| Who  Maggie | Will do what  Change rota so that Pam's bath visits are shorter by 15 minutes, make teatime visit on Saturday 30 minutes longer and take Pam next door for a cuppa while preparing tea, bringing her back when tea's ready. | By when  Saturday |