

Nessie is much more confident and gets involved in lots of activities

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Through getting to know 86 year old resident, Nessie Montgomery, and supporting her to move more, staff report that she is now much more confident and gets involved in lots of activities at the home and in the wider community.

When Nessie arrived at Balmedie House in June 2017, she struggled with back pain and found walking distances difficult.

Ann Reid, care home manager said: "Nessie always has lots to say about what she is up to and how it makes her feel so staff asked if she would like help to write her own notes to express her opinions about life at Balmedie House."

Nessie was initially nervous about her writing skills but staff and her daughter worked with her to build her confidence and support her.

Nessie and her daughter write comments on the things she has been doing and how they made her feel. Staff at the home print pictures of events and activities that Nessie enjoys leaving space for her to write her own comments so that she has something to keep and reminisce about.

Lynn Ingram, senior care worker said: "We've seen improvements in Nessie's general wellbeing and her social skills since starting to help record her own notes. She has shown more confidence and built good relationships with her circle of friends. She gets out locally on trips, shopping and the local health walk and is always happy to share how these make her feel."



Paula Bisset, improvement adviser said: "By taking time to explore what she enjoys and is still able to do, supporting her to express herself, Nessie's quality of life has improved. It has also helped her family to get more involved in Nessie's day to day life at Balmedie House. By taking this approach with Nessie, it's also helped staff to look for what other residents can do, instead of focusing on what they can't. It's really great to see."

Nessie enjoys the fresh air and appears happier and chattier when out and about. She also recently attended her grandson's wedding, along with a member of staff for support. This is something that she would not have been able to do before CAPA.