



Winston's World

TRAINING MANUAL

Introduction to Winston's World

Winston's World is based on research on home care for people with dementia. Over 11 months, two researchers worked as home carers for people with dementia. This was part of a broader project including a host of other methods, where the research team sought to broaden our understanding of good home care.

Winston's World is based on what was learnt from this research. The research helped to develop characters you meet in the book – which are fictional – but the scenarios are somewhat typical of home care experiences.

Winston's World has been written as a resource for learning about home care, particularly for people with dementia.



Top tips for using this training manual

- Winston's World works best when someone (supervisor, experienced home care worker, manager) reads sections out loud, and then uses this training manual to lead a discussion.
- If used in a training setting at a home care provider, it is useful for a manager or very experienced member of staff to be present, so that they can use narratives from Winston's World to highlight how things are done similarly, or differently, at that particular home care provider, thereby reinforcing the company ethos.
- It is very important to read the 'Meet Winston the Cat' section, prior to starting Chapter 1, as it is essential for meeting the characters and understanding the context of the book.
- Depending on time available, you may wish to approach Winston's World a chapter at a time, or in one go.

Ground rules

We suggest these be read by the individual facilitating the training session.

- I am very interested in hearing your opinions. Please try to speak one person at a time.
- Please turn off your phones.
- Be respectful of other people's opinions.
- People have lots of different experiences, so feel free to share your thoughts, even if they differ from what someone else has said.
- I would like to hear from everyone, so if you think you have said a lot, then please allow others an opportunity to contribute.
- If I don't think you have spoken very much, I may ask if you have anything else to add.

Chapter 1

Session specific learning outcomes:

1. To establish rapport with other home care workers.
2. To reflect on motivations for becoming a home care worker.
3. To discuss strategies for assisting clients with memory problems.

Focus group questions

Read 'meet Winston's the cat section' and chapter 1 with the group and then recap on key points and use these to elicit discussion.

1. Winston's person Freda has mild dementia that is leaving her more confused each day. The place is cluttered with rubbish and she is forgetting to take her blood pressure pills.
 - Does this resonate with your experiences of engaging with people with dementia?
 - How do you negotiate caring for someone in a messy home?
 - How do deal with someone with dementia who forgets to take their pills?
2. The home care worker Daisy likes to get out of the house and meet more people. Home care appeals to her because of the flexible hours and the variety of work, and because she can use nursing and caring skills she has.
 - What are your motivations for becoming a home care worker?
3. When Daisy knocks at the door in chapter 1, Freda does not seem to recognise her.
 - How would it make you feel if a client you were seeing did not recognise you?
 - How would you reassure the client about who you are, and your purpose for being there?
4. We can see from the chapter so far that home care can be quite varied. Daisy is providing companionship care by talking to Freda, but also more personal care by making her a cup of tea and a sandwich, and also more practical support by tidying.
 - As a home care worker how would you negotiate all of these different tasks in the time constraint of the visit?
5. We can see that the home care worker notices that Freda has not taken her medication for two days.
 - What would you do in this situation?
6. In Chapter 1, Daisy offers to put the bag in the bin outside, but Freda says she is capable of doing so herself.
 - What would you do in this situation?

Summary

1. How did this chapter resonate with your experiences of home care?
2. How did this chapter resonate with your experiences of caring for people with dementia in particular?
3. Is there anything this chapter did not cover which you think is important for dementia care?



Chapter 2

Session specific learning outcomes:

1. To reflect on how experiences of caring for someone with dementia may differ depending on how advanced the condition is.
2. To discuss strategies you use for managing the worries that you may 'take home' with you.
3. To explore ways in which you have gone 'above and beyond' for a person with dementia.

Focus group questions

1. In chapter 2, we are introduced to Jim and Janet. Jim looks after Janet at home, but they also have a home care worker come in. Janet's dementia is more advanced than Freda's.
 - What experience do you have of dealing with people with different types and stages of dementia?
 - How does the experience of caring for someone with dementia vary depending on how advanced the condition is?
2. We can see that Janet is very confused; she asks the home care worker if she has come to take away the fish.
 - What strategies do you use to talk to people with dementia who are confused?
3. Daisy asks Janet to take off her clothes whilst she turns on the shower, but Janet says she does not want a bath.
 - How do you negotiate the tensions between a desire to perform personal care, and the client's choice?

4. Whilst Daisy is at Jim and Janet's, she learns that Freda fell over whilst putting the bin out. She expresses worry and guilt that she could have done more.
 - Have you ever had worries or concerns about home care clients after you have left their home? Have you got any techniques for managing them?
5. In this chapter, we see Daisy has had a hectic day, with still three more visits to do. She says that she will try and see Freda in the hospital on the way home.
 - Have you ever visited a client (e.g. in hospital) outside of your paid hours?
 - Are there other ways in which you consider you have gone 'above and beyond' for a client?
6. We see Daisy coming home after a long day at work.
 - How does / how do you envisage being a home care worker to impact on your family life?

Summary

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3. Is there anything this chapter did not cover which you think is important for dementia care?



Chapter 3

Session specific learning outcomes

1. To explore strategies for managing emotions and stress when engaging with a client.
2. To discuss how relationships with client family members may impact on your caring experiences.
3. To reflect on the impact of being a home care worker on your home life.

Focus group questions

1. In this chapter, we see Daisy stuck in traffic and eating her lunch on the go.
 - Have you experienced hold ups in traffic that have had a knock on effect on your work that day? How did this make you feel? How do you manage emotions of stress from things like this when engaging with a client?
 - Is eating on the go common for you? What, if anything, do you do to ensure you are eating nutritious meals?
2. Due to Freda's accident, we can see Daisy calling the office and being told there are only evening shifts available instead. Daisy appears to be worried about the knock-on impact this is having on time with her family and her ability to cook them nutritious meals.
 - How do you negotiate the offer of shifts which do not work with your family commitments?
 - How could being a home care worker impact on your own life?
3. In this chapter, we can see Daisy trying to negotiate an outfit choice with Janet who says she does not want to wear anything.
 - Have you experienced a situation like this? What strategies do you use to help ensure the client is looking presentable?
4. We can see Daisy blow drying Janet's hair and telling her how lovely she looks.
 - How important do you think these aspects of personal care are?
5. We can see the family member Andrew visits and immediately comments on how the house is a tip, and questions whether the home help was supposed to have tidied up.
 - How would you negotiate this situation with Andrew?
 - Have you ever experienced any difficulties or tensions with family members over what tasks you do?



Summary

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Chapter 4

Session specific learning outcomes

1. To discuss how you have / would manage 'difficult' situations when providing home care.
2. To reflect on how you can overcome the stigma associated with having a dementia diagnosis.
3. To discuss the importance of care logs and what is written in them.



Focus Group Questions

1. In this chapter, we can see that Freda has returned from hospital and has been told she has dementia. She says that this means she is 'do-lally'.
 - Have you had difficult conversations with clients surrounding a diagnosis of dementia?
 - How would you help overcome some of the stigma that they may feel about this?

2. When someone has dementia, the last thing we want to do is make them feel childish. We can see that Daisy offers to help Freda with paper work and she proclaims that she is not a baby.
 - How do we ensure that people with dementia do not feel patronised or talked down to?
3. In this chapter, we can see Daisy writing about her visit in the care log. Freda seems suspicious of this, and asks whether Daisy is spying on her.
 - How would you negotiate writing in the care log whilst overcoming worries about surveillance?
4. In this chapter, we can see that the little things in home care are also important, like making a hot water bottle for a client.
 - Are there any 'little things' that are really important to particular clients you work with that you have learnt over time?
5. We can see in this chapter that Freda is worried about money and how she will pay for home care.
 - Have you been in a situation where a client with dementia is confused about money?
 - Have you been offered money by someone with dementia and how have you negotiated this situation?
6. In this chapter, we see Freda go to her cabinet and notice that napkin rings have been taken.
 - Have you been in a situation where someone with dementia has accused you, or someone else of taking or moving something? How have you negotiated this situation?
7. In this chapter, we can see Freda looking at a necklace that brings back memories.
 - Have you ever used things in a client's home as a prompt to memories from the client's past?

Summary

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3. Is there anything this chapter did not cover which you think is important for dementia care?

Chapter 5

Session specific learning outcomes:

1. To reflect on the emotions felt when one of your visits to a client comes to an end.
2. To discuss how you can go about saying 'goodbye' to a client with dementia.
3. To reflect on what you have learnt from engaging in the focus group session(s).

Focus group questions

1. In this chapter, we can see Daisy looking through a wedding photo album, but Janet appears confused asking 'who are they?'.
 - How would you negotiate this situation?
2. In this chapter, we also see that Jim has to go into hospital for an operation. Daisy goes to visit Jim, even though Jim is not her client.
 - Have you undertaken visits such as this outside of your schedule?
 - What motivates you to do this?
3. Daisy then takes Jim to visit Janet in a home, where she has to stay until Jim is recovered from his operation.
 - For Daisy then, the space of care has changed from the home, to a hospital and care home. Have you had to navigate such a change?

4. Daisy is told Janet cannot come out of the home as she is too poorly. This also means that Daisy will no longer visit Jim.
 - How do you feel when one of your regular visits with a client comes to an end due to factors such as this?
 - How do you negotiate saying goodbye to clients and their family members?
5. Daisy says to Jim that she will still call in to see him when she pops to Freda's.
 - Is there a policy in your home care organisation about contact with families after scheduled visits have come to an end?
6. We can see that Daisy is very sad about saying goodbye to Jim. She then has to drive to the next visit.
 - Have you ever experienced times when you have had to hide your emotions when visiting a client? Please explain.

Summary

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