



## Proud Recipients of Queen's Award for Voluntary Service

### Crisis in Care

The recent programmes showing the dreadful things that have been found in a number of care home highlighted very strongly that a great number of issues need to be addressed as a matter of urgency.



**Sadly what these programmes also do is plant the seed of doubt in the head of everyone who has a loved currently in a nursing home. Carers then worry about their loved-ones and feel helpless.**

Carers please remember **YOU DO HAVE A VOICE** and it is up to you to use it and make it heard. If you are unhappy with **ANYTHING** to do with the care surrounding your loved one, you have the **RIGHT** to raise the issue with the care home Manager.

It is so important to keep a diary when visiting and make a note of anything that concerns you. Raise the issue with the Care Home Manager/Staff and document the date and who you spoke to. Be assertive, and also firm, but fair. You are after all the voice, eyes and ears of your cared for.

Carers please go with your 'gut feeling' and if you feel uneasy about anything then raise it with the Care Home staff. Try to be **FIRM** but **FAIR** when raising any issue. Understaffing is simply **NOT** an acceptable excuse for poor care. If you are still not happy then you must take your complaint further. But whatever you do, make sure you address the issue before things deteriorate even more for your cared for.

### Helpful hints when coping with hallucinations

1. Try never to argue with your loved one about whether the voices or sights are there. Nothing you can say will make the image go away. It is not a matter of logic, so you cannot use logical reasoning to make it go away.
2. Try not to make the person feel more disturbed than they already are. Telling them off or 'proving' that the hallucination is not real will be very difficult. It won't work and it will be uncomfortable for both of you.
3. If you suspect their anxiety is based on hallucinations, try to take the confusion away: put on the lights, open the curtains, try to erase all shadows. If necessary whilst there is unrest, keep lights on all over the house, so that your loved one never enters a darkened room. Always keep a diary to see if there is a particular pattern of things happening. If there is a pattern of hallucinations, you may be able to avoid certain triggers. Maybe it always happens at a particular time of day. The more information you have to give to your doctor or nurse, the easier it will be for them to suggest things that could help.
4. A relaxing environment can help enormously. It is most restful for a person at home if as little as possible is changed. However, small changes to make the place safer underfoot can prevent falls. Get rid of trip hazards such as mats and old slippers. Preventing a fall will save you a lot of heartache in the future.
5. Touching and holding your cared for can be very comforting, but try to remember if the person is pacing about and agitated, attempting to restrain them is only likely to make them worse. Try to turn the person's attention to music, conversation or activities you enjoy together.
6. Try to work out what the triggers are; one reason why Carers are so successful at looking after their loved one is because they know each other so well. They already know what has always been annoying or Irritating for each other in the past, so it is important to remember this when you are caring in the home.

In summary, sometimes aggressive behaviour is an understandable response from a person who misinterprets what is happening to them. This is because of deficits in both their understanding and also their memory. They know something is going wrong and they feel angry and scared. If we try to see the world from their point of view, perhaps we would understand why it all makes sense.



## Tesco Bags of Help Grant Scheme



We are absolutely delighted to advise you that we have been accepted by Tesco Bags of Help Grant Scheme and have been put forward to a customer vote in **four** Tesco Stores for **May & June 2019**. The Stores involved are:-

**Tesco Superstore Cannock WS12 3YY**

**Tesco Great Wyrley Express WS6 6LA**

**Tesco Hednesford Superstore WS12 1DW**

**Tesco Cannock Express WS11 4AL**

The vote consists of tokens being put into the collection boxes.

The first place is £4,000, the second place is £2,000 and the third placed charity receives £1,000.

So Carers if you are shopping in any of these stores, and you think the MASE deserves to win one of these Awards, be sure to get your tokens and put them in the MASE box at each respective store.

We sincerely thank Tesco for this wonderful opportunity and will, of course, keep you all informed as to the outcome



## What is a Senior Citizen?



A Senior Citizen is one who was here before; the pill, television, frozen foods, contact lenses, credit cards.... and before men walked on the moon.

For us, "Time Sharing" meant togetherness, not holiday homes, and a "chip" meant a piece of wood.

"Hardware" meant nuts and bolts and "Software" wasn't even a word.

We got married first, then lived together, and thought cleavage was something butchers did.

A "stud" was something that fastened a collar to a shirt, and "going all the way" meant staying on a double decker to the bus depot.

We thought "fast food" was what you ate in Lent; a "Big Mac" was an oversized raincoat and "crumpet" we had for tea. In our day "grass" was mown, "pot" was something you cooked in, "coke" was kept in the coal house and a "joint" was cooked on Sundays!

We are today's "**SENIOR CITIZENS**". A hardy bunch when you think how the world has changed!

## The CD of the 10th Anniversary

The CD of our 10th Anniversary Event in April has now been completed and we are currently in the process of getting it reproduced for you all to have a copy as a memento of what was a fantastic afternoon. Copies of the CD's will be sold for £1.50 which will help us to recoup some of the costs involved in the afternoon.

The CD completely captures the essence of what the MASE stands for; showing people laughing, dancing and having a wonderful afternoon together. No-one watching it would be aware of the difficult journeys you are all on.

Carers we salute you ALL for the wonderful work you do, for the love, care and commitment you show to your loved ones and for doing it all with a smile. You are all incredible.

## Fundraiser on 5 July - Tickets are available at all the groups

**5th July at Stafford Rangers** - Julie Perry is holding a fantastic musical extravaganza and is fundraising in support of the MASE. Phil Aaron will be the guest artist together with a variety of singers and dancers (including our very own volunteer Freya) to entertain you. Posters will be at all MASE Groups; **Julie Perry/Volunteers** have tickets for sale.

If you have a computer please take a look at our website which covers all MASE activities: [www.themasegroup.com](http://www.themasegroup.com)

Registered Charity No: 1137193 - The Monthly Alzheimer's Support Evening Limited (MASE)

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