

“Making it Better”

Thomas Whitelaw

Dementia Care Campaigner

You Can Make A Difference

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#DCV17 #wmtty17

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CARE starts in your heart

PLEASE...BE KIND ♡

NAME not Condition
 #hellomynameis

YOU CAN MAKE A DIFFERENCE

558 'talks' in 1 day for 2 years
 As a carer Sometimes I felt
 • helpless
 • alone
 • scared



People may be scared... what can WE do to help + support?

PLEASE ASK

Are you OK that I'm doing this with you?

= dignity respect

People want to be able to stay in their own home

to be cared for in their own home for as long as possible.



letters lives love stories

Mums + Dads, 'make it better' for us, we need to help make it better for them.



#wmtly16

Be the ONE who makes A DIFFERENCE!

"PLEASE DO NOT use the word 'challenging' ... it's my mom, Joan." NOT "the wee woman" with dementia....

ASK what matters LISTEN to what matters DO what matters

People CAN CHANGE lives what can YOU do!
 PLEDGE on 6/6/16

The heart of making a difference is not in the controlling, it's in the unleashing

We all wake up with a gift of a possible difference what will you do with yours?



Highlight the importance of family carers being enabled and where appropriate sustain a network of support



Over **12,000** people have made a pledge to make a difference.



You can make a difference

Capture the experience of carers with a view to inform policy and practice on carer matters

“No matter what your role, you have the potential to transform the lives and experiences of people with dementia and their carers”.
Tommy

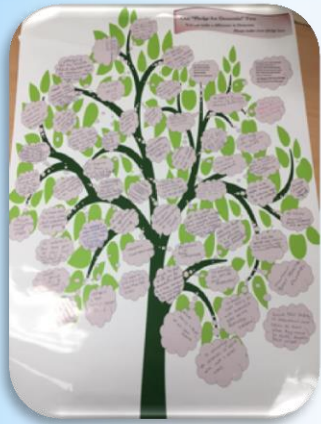


Increase awareness of carer rights



Greater understanding by health and social care professionals of dementia and the carer journey

More than 12,000 individuals, hospitals, universities, nurses, students have now pledged.



Using pledges for values based reflective practice

Pledges

I pledge to treat everyone as an individual and not as a patient, and to always care.

I pledge to listen and ask what is important to other's.

I pledge to ask: What matters to you?

I pledge to keep listening and give time.

I pledge to learn more about dementia and find out what matters to a person and who matters.

I pledge to visit and explore the local memory clinic for people living with learning disabilities and dementia.

Stop you....

Nothing!

**Busy working environment.
(pressure)**

Negativity within the organisation, a culture of task oriented not person centred.

Not realising that someone is alone.

Lack of funding, staff attitude and lack of awareness.

My own shyness or time constraints due to lack of staff or resources.

What matters to you? Who matters to you?



5 “Must do with me!” steps

“

And that is how
change happens. One
gesture. One person.
One moment at a time.

“

Unrelenting focus,
on things that really
matter to the person

“

We all wake up with
a gift of a possible
difference
What will you do
with yours?
Make it count

“

Too often we underestimate the power of a touch,
a smile, a kind word, a listening ear, an honest,
compliment, or the smallest act of caring,
all of which have the potential to turn
a life around

1. What matters to you?
2. Who matters to you?
3. What information do you need?
4. Nothing about me without me!
5. Service flexibility

Flip the Conversation From What's the matter with you?



To
What matters to you?
Who matters to you?

- Ask what matters
- Listen to what matters
- Do what matters

#wmtty17

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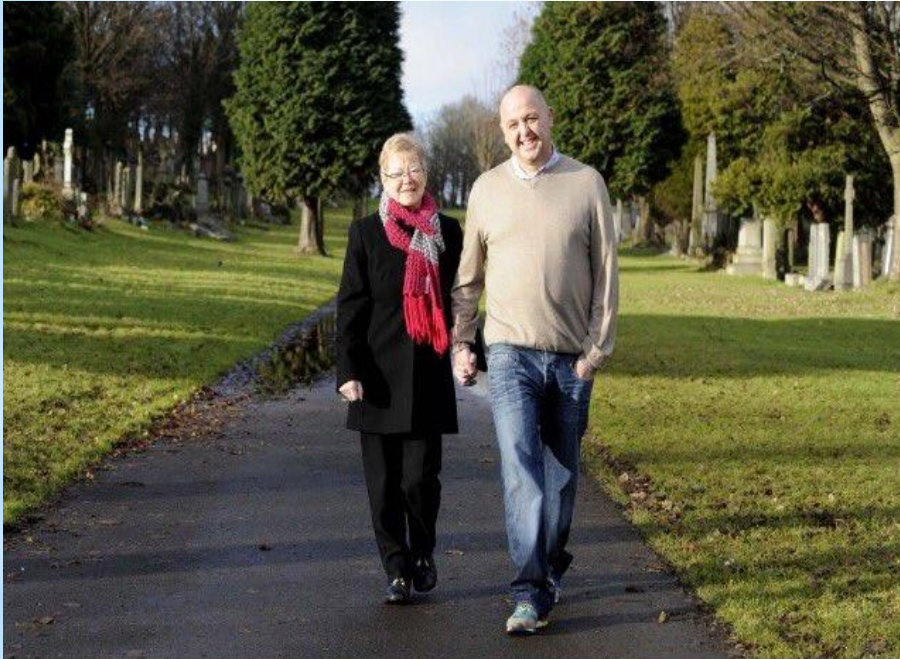
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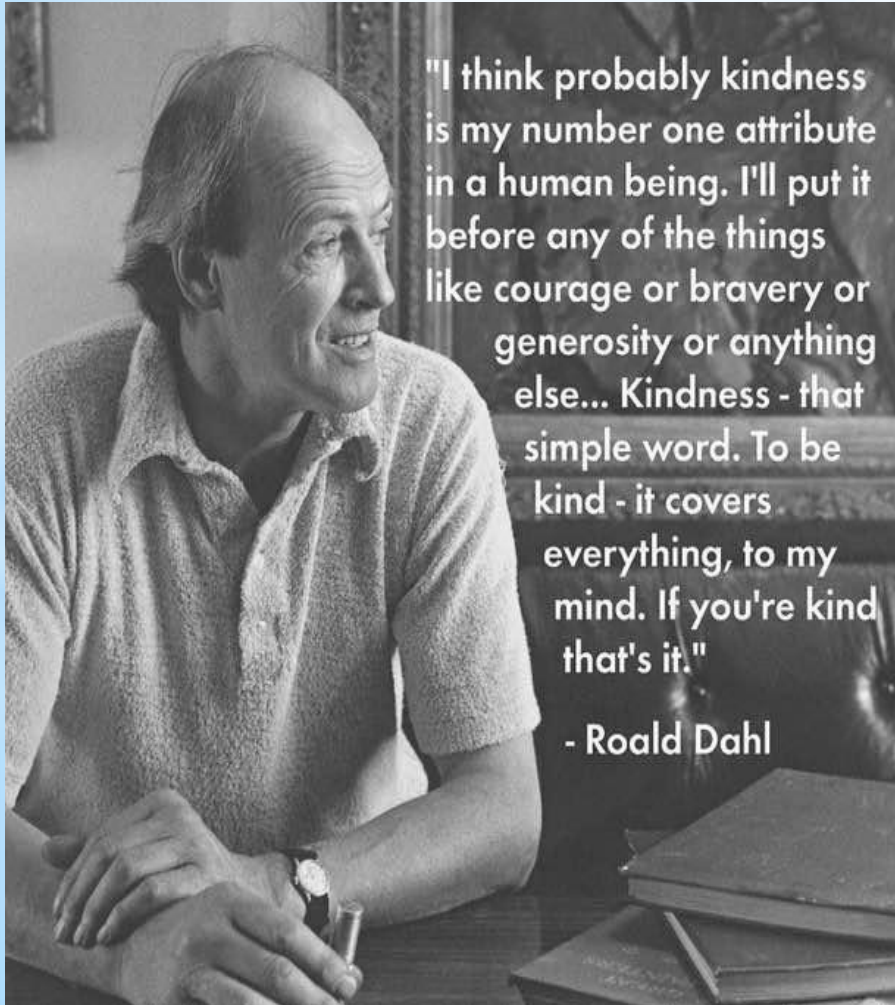
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"I think probably kindness is my number one attribute in a human being. I'll put it before any of the things like courage or bravery or generosity or anything else... Kindness - that simple word. To be kind - it covers everything, to my mind. If you're kind that's it."

- Roald Dahl



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