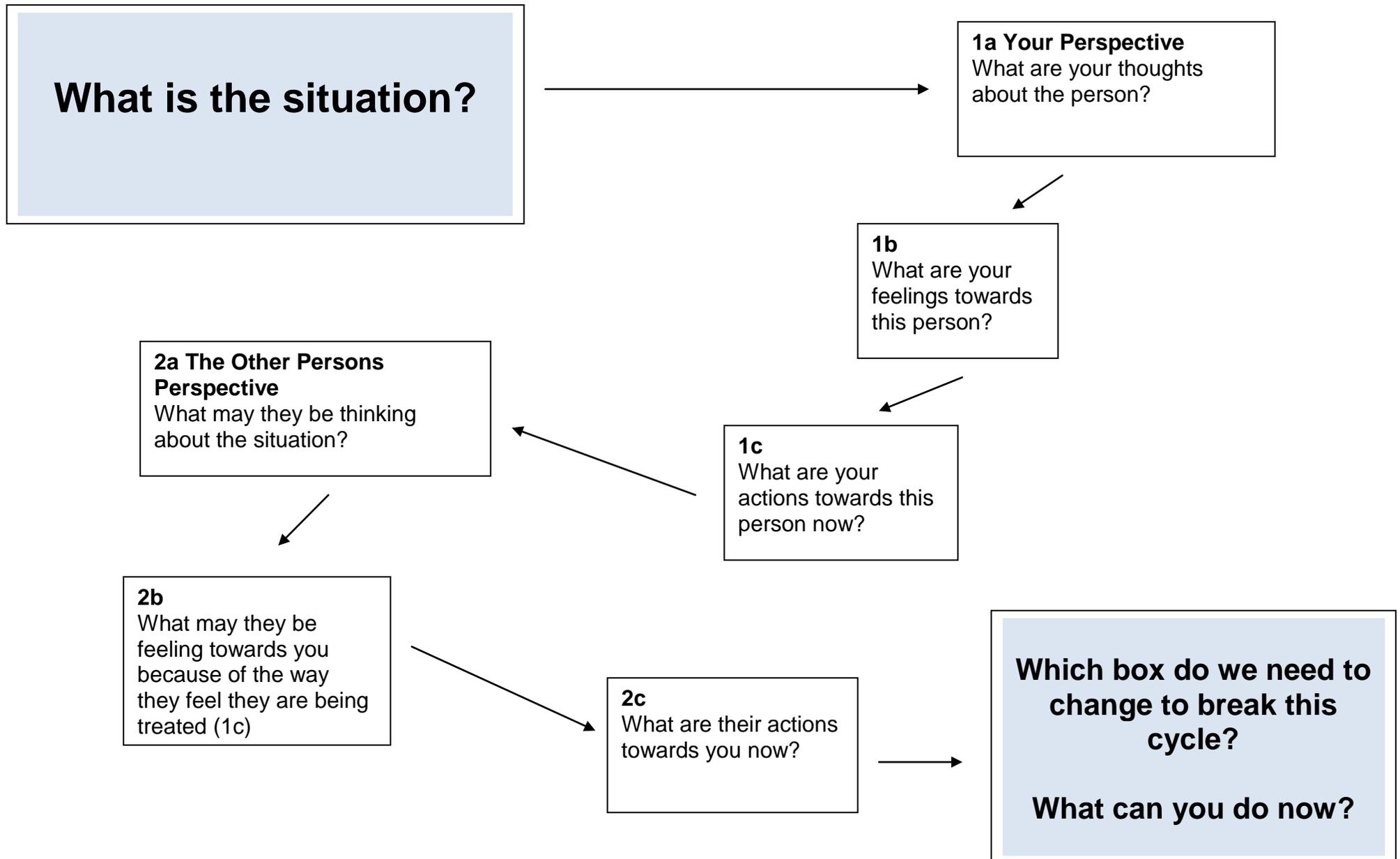


Conflict between people



EXAMPLE

What is the situation?

A lady living in a residential care home is labelled as uncooperative and aggressive, particularly during morning personal care. Staff dislike working with her.

1a

She is a complainer, never grateful

She is deliberately being difficult and does not realise other people lived here also, as she never comes out of her room

She dislikes me

She is grumpy, probably was always like this

1b

She upsets me with her harsh words

I feel angry

I don't like going in her room

1c

I avoid going in her room, I try to let others do her care if I can

I rush her care

I don't talk to her when I have to do her care

I never go in alone, so I have a witness to her aggression

It can be hard to see it from the other person's perspective, so try to get staff to say how they would feel if 1c was happening to them

2a

This is about the situation now, not at the start.

They don't like me

They avoid me

They rush me as they can't wait to get away from me

I never see anyone just to talk; it's just about my care needs

I just want them to do things my way but they think I am complaining all the time

2b

Lonely

Upset

Isolated

Angry

Uncared for

They don't trust me so there are always 2 of them

Can't wait for care to be over

No longer an individual

Does not want to be alone but why go out into a room where no one likes me

Is embarrassed/violated to be cared for by people who dislike her or 2 people at a time

2c

Complains, shouts at carers

Doesn't speak

Try to get staff to see how breaking the cycle needs change from only 1 party, regardless of where the fault appears to lie or who started the cycle. Hopefully they will decide 1c is the area that can be changed

Need to get ideas to try in place of the actions in 1c. Look for her strengths. Think about characteristics of staff. Find out some of her interests so there is a topic of conversation to try.

Stress things will take time to change, get them to think what their reaction would be if this changed suddenly occurred to them.

REVIEW

Good questions to ask after changes have been tried for a while:

- **What have you tried**
- **What went well**
- **What did not go so well**
- **What did you learn from this**

- **What next**