

Stories help describe what services do.

Every-day and ordinary, or life changing and extraordinary?

Helen, Gladys and Maurice story December 2023

Ageing Well Service: The Ageing Well team is made up of highly experienced senior nurses who will support people with multiple long-term health conditions or patients with declining, moderate or severe frailty.

About the Person: Gladys has dementia and lives with her husband Maurice. They've been married for nearly 60 years. Helen is Gladys' younger sister and does what she can to support the couple. She spoke with Jo in Locala's Engagement Team about Lindsay from the Ageing Well team.

About the situation: Helen explains how Lindsay has helped, not just Gladys, but herself and Maurice too. **"She's transformed my life. She's been like a whirlwind! Gladys needed to hospital for a chest Xray, and Lindsay sorted it all out. Then she arranged physio as Gladys needed a walking frame. She sorted a special mattress for her. So many things. I had nobody. She's like an angel. There's nothing she can't do!"** Helen says that her brother-in-law, who is 90 years old, also appreciates Lindsay's efforts. He can find the current situation overwhelming at times. **"He thinks Lindsay is amazing!"**

Making a difference: Helen describes the last 5 years as a "nightmare" and says the couple were really struggling. **"Gladys ended up in hospital, they weren't coping."** Now carers help Gladys every day. **"They've been great."** Helen continues by talking about the difference Lindsay continues to make. **"She can help cut through the system because she can see Gladys' medical record and talk with her doctors. I didn't know if Gladys was getting her covid or flu jab and Lyndsay could look on the system for us and tell us 'don't worry, they're coming'. It's the emotional help. I was a ball of anxiety. Oh my god, life has improved! I can ring Lyndsay! She puts wraps on Gladys' legs – her legs are very swollen – she's making a difference so Gladys can stay at home."**

Helen spoke with Jo Vaughan on 27 November 2023 and gives consent for the story to be shared widely.