

*Welcome to
your charity*



Welcome to our Webinar

The console will show audio levels of the speaker; your mic will remain muted.



Type questions, thoughts or comments and press 'send'. They will only be visible to the host of the webinar.

Our Vision...

is to be a supportive community in which everyone has the chance to live their life to the full.

We offer...

a range of financial assistance and services to support you.

Key Facts

- ▶ All serving, former or retired civil servants (and their dependants) can seek the Charity's help at any time
- ▶ There is no need to donate to be eligible for our help, (but it's great if you do and there are many ways you can)
- ▶ We are **NOT** a membership organisation

In 2021...

People came to us for help nearly **97,000** times



Nearly **£1.66 million** was given out in **4,700** payments to support people in need



Every **minute** someone accessed or applied for help



80% of the total times people came to us for help was related to wellbeing

Linda Eades

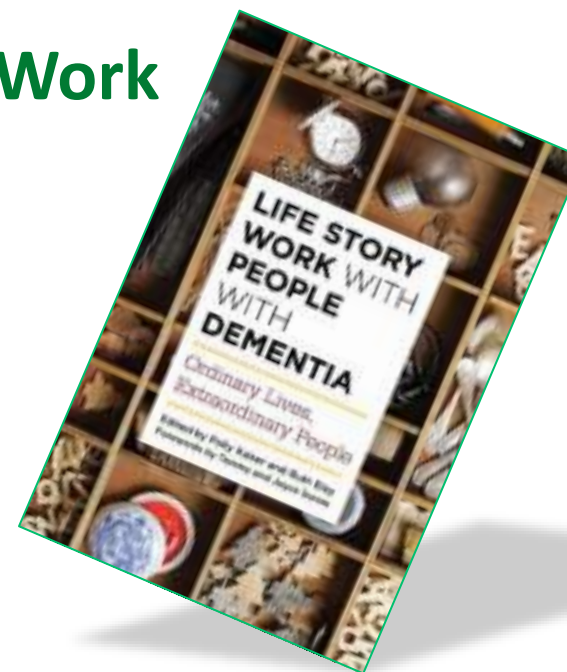
Head of Wellbeing Services

nide™

together in dementia everyday

Family & Friend Carers

Learning about Life Story Work



Life Story Work

“Life story work is, above all, a process that involves having helpful conversations to elicit, capture and use stories about a person, in order to promote their personhood and their well-being and keep them connected with family, friends and communities.”

Kaiser and Eley, 2017

- **Eleanor Connelly – tide staff member**
- **Jean Tottie – tide founding Director and Patron**

Today's team from tide

- We will hear from a carer about the importance and value Life Story Work had on her and her father's life.
- Understand the benefits for people with dementia and you; their carer.
- Whose story is it?
- Appreciate the difference between Reminiscence and Life Story Work.
- Understand the outcomes of Life Story Work.
- Share practical examples ideas, hints and tips to help you get started.
- Please use the chat space to ask any questions you would like to ask us.

Outline of Webinar

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Outline of Webinar

Jean and her Father



The Carer Experience

Website: www.tidecarers.org.uk

Twitter: @tide_carers

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Outline of Webinar

- Can support communication
- Telling their story can be enjoyable and satisfying
- Gathering their life story together is an important record of who they are and what matters to them
- A process that can help the person with dementia feel valued, focusing on their identity and improve self-esteem and wellbeing
- It's something they can be proud of
- Keeps them connected with family, friends and communities
- The Life Story can go with the person wherever they are, supporting continuity of care.

Benefits of Life Story Work for people with Dementia

- Finding new ways to communicate can reduce frustrations and increases tolerance of distressed or repetitive behaviour
- Helps support connections and the building of relationships
- Can be positive, rewarding and therapeutic
- Helps you find out or learn more about your relative's life
- Can make your caring role more pleasurable, help maintain relationships and helps families support the person with dementia better
- When shared with paid carers can give you comfort & reassurance of personalised care
- A legacy gift to assist grief and bereavement & to sustain memories.

Benefits of Life Story Work for Carers and Families

- Gives enjoyment and pleasure
- Supporting identity
- Highlighting and celebrating past achievements
- Fostering understanding
- Challenging assumptions
- Improving overall quality of life



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Does it work? – Benefits Summary

“Storytelling is one of the most powerful means of communication and learning that has existed for centuries.

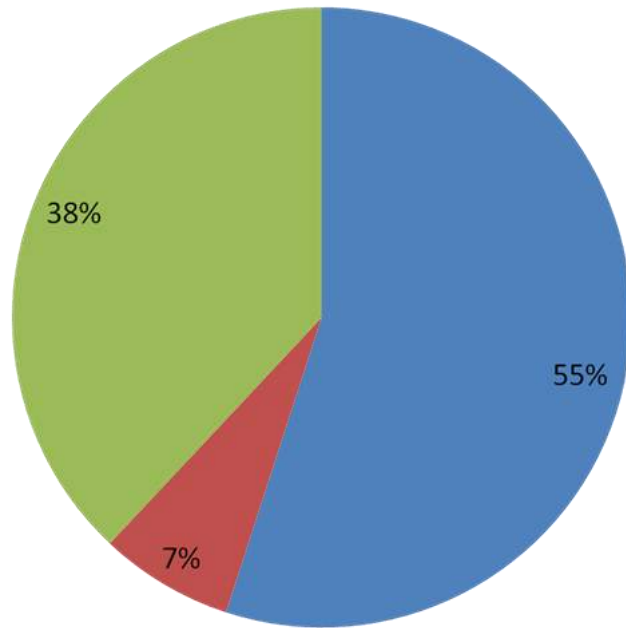
Stories well told, capture our hearts, minds and our imagination.

They allow us to build up a picture and set of values and beliefs around the person and what is happening in their lives, what really matters to them and how they are connecting to others in the world around them.”



Storytelling

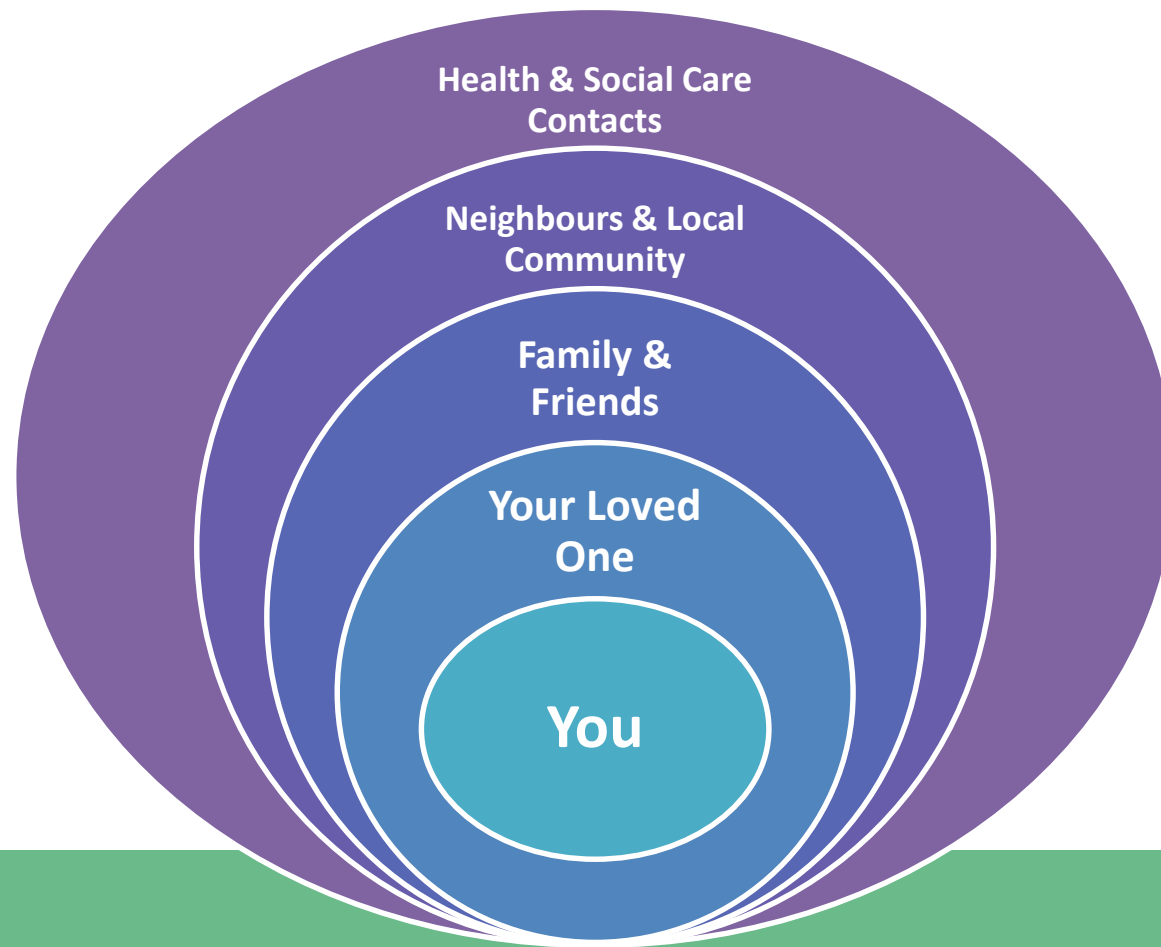
Verbal and Non Verbal Communication



- **Words** - 7% of messages relating to feelings and attitudes is in the words spoken;
- **Paralanguage** - 38% of messages relating to feelings and attitudes is in the way the words are said (voice tone, tempo and vocal quality);
- **Body Language** - 55% of messages relating to feelings and attitudes is in facial expression.

<https://www.businessballs.com/communication-skills/mehrabians-communication-theory-verbal-non-verbal-body-language/>

Communication Circle



Life Story Work and your wider caring circle



Life Story vs Reminiscence

- Maintaining a bridge between you & the person with dementia
- Being able to see the world from their perspective
- Being on the same wavelength
- Taking time to understand & be understood
- Being curious

“As their dementia progresses, people may be less able to enter our World, we may need to be willing to enter theirs and enjoy it with them.”

Barbara Pointon MBE, Carer

Rapport & Relationships



Whose story is it?

George Arthur Moss
Born 1st October 1923



Artist, dancer & family man

George's Life Story



Your Home

Website: www.tidecarers.org.uk

Twitter: @tide_carers



Music

Website: www.tidecarers.org.uk

Twitter: @tide_carers



Precious Objects



Carer's Story

Website: www.tidecarers.org.uk

Twitter: @tide_carers

- Start with **conversations** - not interviews or interrogations
- Pen and paper to write down any **key points** from conversations or actions
- Make a start, give it a try & start **small**
- Don't focus on the end product
- Topics can help to provide structure to gathering information, but it's not **essential!**
- Start with what the person you're caring for **wants** to tell you
- Get their **version** of events
- **Include** them as much as possible in telling **their** own story, you may also need to find others to contribute
- Notice facial **expressions and reactions** to photographs, objects, smells or other peoples accounts of their life

Top Tips



“I had forgotten that Mum loved to go shopping – we went today and bought six new outfits. She’ll only wear them in the house but so what”

“If I’m honest I was treating Mum like a two year old... The older grandchildren were finding it difficult, but they are connecting with her too... It’s like a revolving door at her house now with family visiting”

“It’s changed me - I’m visiting more. I’m not just talking about doctors and appointments”

“He has noticed the difference in me too; holding my hand he said to me, ‘I like the new you’.”

“It made us talk more.”

Carers Experience



Learning from Others Lived Experience

Things to Remember from this Webinar



- Life story work can provide you both comfort & reassurance of personalised care
- Start small and focus on the process, not the end product
- If something doesn't work move on and try something else, don't give up!
- The story told belongs to the person and not anybody else
- Capturing someone's life story is not the same as taking a family history
- Music can be magical and enjoy it together
- Consider joining tide and taking part in our Carer Development Programme and Carer Groups to talk to others in similar situations and support your own wellbeing.

Final Thoughts



Website: www.tidecarers.org.uk

Twitter: @tide_carers



Website: www.tidecarers.org.uk



Email: traininganddevelopment@tidecarers.org.uk



Twitter: @tide_carers



Facebook: tide – together in dementia everyday

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Website: www.tidecarers.org.uk

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Thank you

Support us to support you

- ▶ **Donate.** We need you today.
- ▶ We wouldn't be able to offer help like this without your help.



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Monthly donation *Single donation*

My donation

I am making a **monthly** donation of £10*

£5 **£10** £25

£ 10

The minimum donation amount is £3.50. If you wish to donate more than £10,000 please call us on +44 20 (0)240 2451.

* Indicates a required field

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YOU MATTER.
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Please check the box below:

I want The Charity for Civil Servants to claim back the tax on all donations I make in the future or have made in the past 4 years.

[Read Gift Aid statement](#) ↓ | [What is Gift Aid?](#) ↓

Keeping in touch

We'd really like to keep in touch with you to give you information about how we can help you: updates about our work (i.e. newsletters), fundraising activities, volunteering, donating to us and events.

I consent to receive information by email

We promise to always keep your details safe and we will never sell or swap your details with anyone. For more information on how we look after your data please see our [privacy statement](#).

Under 'legitimate interest' the Charity may use your details to post you information about our work, the difference your support makes, information about our services, and how you can support us financially.



**The Charity for
Civil Servants**





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