**Liz - An interactive discussion of challenging communications (A set of four videos)**

**The situation**

**Resident’s daughter ‘Liz’** Liz is one of 2 daughters. Her sister Sandra lives in Australia and had visited her Dad about 1 month ago. Liz visits regularly, but has been struggling seeing her Dad’s deterioration, although deep down knows what is happening.

**Nurse ‘Angie’** Angie is a nurse who has worked at the care home for many years. She is fond of John as he reminds her of her own late Dad and recalls some happy memories of John when he was first admitted, especially his love of music.

**Resident (John Jenkins)** John (in his 80s) has been in the care home for 12 months. He has dementia that has progressed and has been deteriorating over the last 4 weeks. During the afternoon, he has become unresponsive and the team and his GP are certain he is dying with probably hours to days to live.

**You can click on the YouTube links below, and go to the video, if that doesn’t work, cut and paste it into your browser**

**Videos 1 and 2 – A conversation between Angie and Liz**

1. Liz has been called in urgently and is being given the sad news that her father is dying by Angie.

a. **Giving significant information in one go**. Angie is upset and anxious about telling Liz, so ‘blurts’ out the information quickly without checking Liz’s understanding or pausing for it to sink in. As a consequence Liz refuses to believe what is happening. <https://youtu.be/YHw7P-7SVGg>

b. **An alternate approach - Giving significant information in a stepwise process.** Angie checks Liz’s understanding first, then slowly gives her the information. <https://youtu.be/KL0n1CAf0YA>

**Videos 3 and 4 - How does it feel?**

**At the end,** Liz and Angie will be asked how they felt about the conversation

Interview with Liz <https://youtu.be/2Xbg_PnYLYU>

Interview with Angie <https://youtu.be/30LYQ8mGMbo>