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The 'SPA' Soothing Patients Anxiety Experience

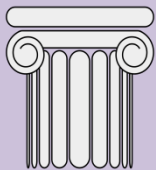
for Vulnerable Persons, those with a Learning Disability and/or Mental Health Issues requiring surgical interventions under a General Anaesthetic at Princess of Wales Hospital, ABMU LHB



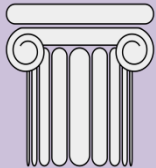
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The 'SPA' Experience

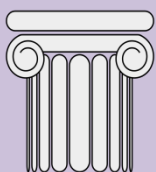
Safe



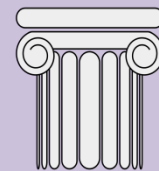
Effective



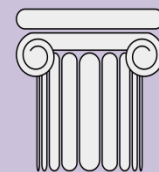
Patient
centred



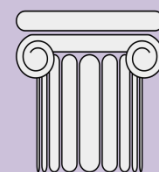
Timely



Efficient



Equitable





Allan's Story

The

Procedure

and the

Medical condition

1st patient on list

Restorative dentistry
work + removal of teeth
if necessary

Male

Aged 33yrs

Cerebral Palsy

Learning Disability

Epileptic

1 previous uneventful GA

Narrow mouth, Malampatti 1

ASA 2

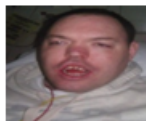
Connecting with people



- **W**elcome
- **I**ntroductions
- **F**amiliarity & Fun
- **I**nformation



See the person



Not the labels

Allan loves telling you stories about himself.

He enjoys sleepovers with his **carer David** playing **computer games** and having a mans night in drinking coke, no alcohol.

He loves elephants and has many **cuddly toy elephants** named 'Elephant'.

He has **been swimming with dolphins**.

He **can do animal impressions and does a great donkey, elephant and an awesome dolphin**. He once startled the GP receptionist with this impression when she asked did he have a nice holiday.

He is hoping to get the **Batman 3 Lego game for Christmas**.

He **enjoys watching Horrible Henry and Mike the Knight**.

He **constantly watches the Home alone films**.

He **has a brave little niece** who was born prematurely and **has to go to the hospital a lot for injections**.

He **doesn't like dogs when they bark** especially if he goes into the kitchen at night.

He is **worried about safety**. Telling you to turn off electrical items properly and to be careful around sharp tools.

He is very **good at playing computer games** and is a little whizz with the computer helping mum to download pictures etc.

He **has 1 sugar in his coffee** and **likes strawberry yoghurt and egg sandwiches**.

He likes to be talked to and hates it when he is being ignored and people ask others about him rather than talking to him.

Allan's pre assessment session

- 4 weeks prior to treatment, we met Allan in a pre assessment session. We got to know what matters to Allan and his mum Joan.
- Allan had a look around the operating department and met the staff.
- Allan spent time within the operating theatre. Allan tried lying on the trolley. We explained again what would happen on the day of his treatment. Allan wasn't aware we were observing for any signs of distress.

The day of Allan's procedure

- Allan, his mum and best friend David were welcomed to the department. We chatted to Allan about how he was feeling that morning. Allan told us lots of stories. Allan likes to tell stories.
- Allan was taken to a quiet area so he could watch a Elephants in a Circus film.
- Allan hadn't brought 'Elephant' with him today. When I asked Allan where Elephant was, Allan did his Elephant impression and we all laughed together.

In the Operating Theatre

- Allan reminded me to “*pause the film Paul*”, whilst we walked the short distance to the theatre. Allan didn't want to miss a moment.
- As Allan got onto the trolley, Rose mentioned the elephants. Right on cue Allan did his elephant impression. His mum and David were with him and we all smiled and laughed together.
- Allan drifted off to sleep enjoying the film.

In the Recovery Room

- Allan woke up with his mum and carer David at his side.
- The elephants in the circus (paused at the time he went off to sleep) was played as he opened his eyes. Allan didn't want to miss a thing.
- Rose asked "Allan how are you?" and offered everyone a cup of coffee or tea remembering 1 sugar in Allan's coffee. Allan also got to eat his favourite egg sandwich.
- Allan wanted a selfie and he liked his certificate of an elephant.
- Allan was taken to the car in a wheelchair when he wanted to go home and we waved Allan goodbye.





Allan told us,

*"I am not scared anymore. If my teeth get bad,
I can go to see my friends, Rose, Paul and Shakeel."*





Since being treated in November 2014

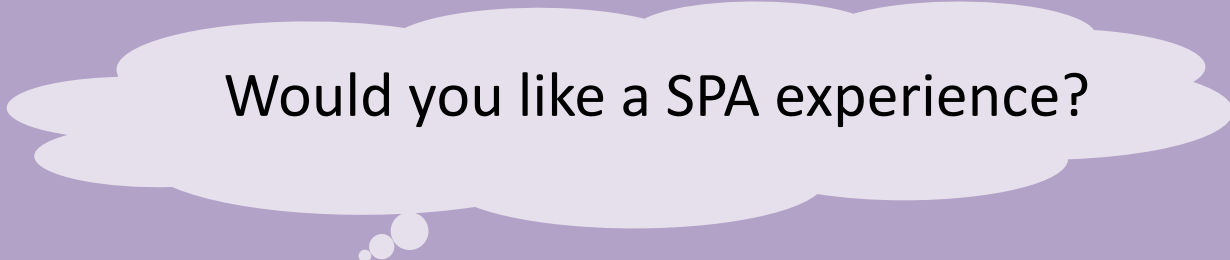
Allan has had dental treatment under sedation
and regularly brushes his teeth.

Allan still tells his Mum:

*“ It’s Ok Mum. If they get really bad I can go and see Paul and Rose.
Paul let me watch the elephants in the circus”.*

Allan is probably not aware how much his kind words meant to the team.

Allan like many of the very un**1**que people we have met since September 2013 are memorable to us.



Would you like a SPA experience?



3 years ago we met Allan

Allan remembers us & we remember him.

Thank You Allan, for sharing your story.

We are so proud you are not scared anymore.



If you would like more information
Please do not hesitate to contact me



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