

September Trust Board – Jacqueline’s Story

July’s Trust Board story was about Jacqueline’s experience as a carer, for her sister N, who was receiving dental care from the Trust.

N has downs syndrome and later in life developed dementia. Jacqueline experienced difficulties living with and caring for her sister following the death of her parents. At the meeting she described barriers she has experienced when accessing different services, from body language, to the use of jargon, to the lack of car parking and patient transport.

At the meeting she was very complimentary about the support received from Waddiloves and the work undertaken by the Community Dental Service to make the service more dementia friendly. She talked about the Community Dental Service and how they have tried to overcome some of the barriers she has faced. She talked about how the service supported N by taking things at her pace, making her feel relaxed and the importance of staff continuity.

Jacqueline offers words of support to others caring for loved ones, which is “Just one step in front of another. There is no point thinking next week, no point thinking next month, it’s just we will do today and we will do one step in front of another.”

Jacqueline supported the Community Dental Service with an event where they focused on the work the service had done around ‘becoming dementia friendly’ and is now involved with recruitment and selection within the Community Dental Service, developing her involvement role further.