

# Appendix 3: Personal detractors in practice

A person with dementia is being supported to eat too quickly. As food is pooling in her mouth, the carer attempts to put another spoonful of food into her mouth. (Outpacing)

Food begins to run down the person's chin and onto their blouse and into her lap. The carer says "Jeanie – doll, I'll just get you a bib." (Infantilisation)

The carer turns to her colleague and says loudly: "Who laid up the dining room today? They all need bibs in here!" (Labelling)

The person with dementia begins to cough. Food is sprayed over the carer who says: "Oh my god Jean, you did that on purpose, you're disgusting!" (Accusation)

The carer stands up, goes to the serving hatch and cleans herself down with a paper towel. The person with dementia begins to call out quietly. The carer says to the chef: "Oh my god, wait for it... nurse, nurse nurse!!!" and they both laugh. (Mockery)

The carer walks back over to the person with dementia, who holds out her hand. The carer folds her arms and looks around the room, glancing at the clock. (Withholding)

The carer turns back to the hatch and calls out to the chef: "Are you still coming to the pub tonight?" They have a brief discussion about their night out, firming up plans and agreeing on who else should be asked. (Ignoring)

The carer then turns to the person with dementia and says: "If you eat all your lunch, you can come out with us tonight, Jeanie." (Treachery)

The carer then bends down towards the person with dementia and, millimetres from her face, says: "If you don't eat your dinner, I'll tell your daughter – she'll be really angry with you." (Intimidation)

The carer sits back down, takes a look at the food on the person with dementia's chin, blouse and lap, and says: "You can't even keep it in your mouth!" (Disparagement) She continues: "Even toddlers learn to eat with their mouths closed!" (Invalidation)

The person with dementia leans forward and picks up a piece of bread and butter from the side of her plate. The carer takes it out of her hand, tears it in two and puts a small amount into the person with dementia's mouth, who begins to chew. (Disempowerment)

The person with dementia looks around the room and sees her teddy bear on the windowsill. She begins to wave and blow kisses. The carer says: "Come on Jeanie, I haven't got all day – you haven't finished your lunch!" (Disruption)

The carer stands up, takes the brakes off the person with dementia's wheelchair and begins to push her out of the dining room. As they get close to the windowsill, the person with dementia leans forward and tries to pick up her teddy bear. The carer says to her colleague: "No, I'm not letting her have that - she's got food everywhere!" (Disruption)

As they move through the doorway and down the corridor to the lounge, the person with dementia begins to cry saying: “My baby, my baby...” The carer appears not to notice. She ‘parks’ her in the small quiet lounge. As the carer leaves, she closes the door. (Banishment)