

EXTRACTS FROM “BOUND TO CARE”
AN ANTHOLOGY OF FAMILY EXPERIENCES
BY RESCARE UK

“It is a great shame when so much valuable time is spent on paperwork instead of where it really matters, providing a nurturing environment for our loved ones. Our family members are human beings, but because they serve no obvious useful purpose to the community, they are generally treated as second-class citizens!”

“There was a garden and play area, but it required staff to take the residents and stay with them. As the garden was out of sight of the house, this activity was never given high priority. Staff preferred to stay in the house and watch the television!”

“It has always been understood that caring for people involved encouraging social interaction, for example, through staff playing with residents. Shortage of staff resulting from lack of resources was always blamed. No one ever made it compulsory for staff to involve residents in activities!”

“A social worker from a child assessment unit said, You’ll have to get on our backs, if you want anything. I know it shouldn’t be like that, but we only take notice of those who really shout for what they want!”