

UCP Training Patient Persona

Frank Jones



Having a UCP has helped Frank to receive personalised care. When Frank had another fall, the ambulance crew knew his preferences and other important information such as wearing hearing aids and glasses. He was able to stay at home with support from his daughter and community services.

Date of Birth: 11/05/1943
NHS Number: 9993704210

Mobile: 07939 788244
Preferred name: Frank

Personal info

Religion: Christian
Ethnicity: Black Caribbean
Sexuality: Heterosexual
Gender: Male
Preferred pronouns: He/him/his
Occupation: Fully retired, previously hospital porter
Address: 1 Croydon Lane, CR0 6JJ

Medical

- I am living with moderate frailty.
- I have been in hospital a few times recently, once when I had a fall and once when my catheter got blocked.
- I don't like going into hospital, I often get confused and I don't like the food.
- I have diabetes and osteoarthritis in my knees. I have an enlarged prostate and have a catheter so I can pass urine.
- I take medication from my dossete box a few times a day.

Living and care arrangements

Type of accommodation: House with stair lift
Lives: Alone
Supportive equipment: Stair lift, perching stool in kitchen and bathroom, walk in shower, walking stick, 4 wheeled walker for outdoors.
Needs help with: Carer twice per week to support with showering. Help with outdoor mobility, managing finances, shopping and housework. District nurses change catheter regularly and can help if there are any problems
Keeping safe: Pendant alarm

About me

- My preferred language is English.
- I wear hearing aids and glasses.
- I was born in Jamaica and moved to London with my family when I was 12 years old.
- I worked as a hospital porter for many years and very much enjoyed talking to patients.
- My wife, Silvia, passed away two years ago. My daughter lives near Brighton, and I have some good friends nearby.
- I enjoy following the football, but I have found it too difficult to get to matches recently.
- I go to a lunch club a few times a week.

Symptom Management Plan

- I have previously developed delirium when in hospital. If possible, I would prefer to have treatment at home. Please call my daughter if you are worried about me, she can come and stay with me if needed.
- The pain in my knee is worse in the morning and it takes me a while to get moving.
- I take regular paracetamol and use ibuprofen gel when it is bad. Taking codeine makes me constipated and confused.
- When I'm not feeling well, I find it harder to empty my catheter and change it to a night bag. My daughter knows how to help when I need it. The district nurses can change my catheter if it gets blocked - 0208 888 9911

Professional contacts

Organisation: Croydon GP practice
Name: Dr Smith (GP)
Other: Currently under Croydon community frailty team and district nursing team.

*This patient persona is entirely fictive. Any resemblance to actual people is purely coincidental.