

**Transcript**

Interviewer: What do you say when you arrive at a service user's house?

Tanya: When you arrive at a service user's house, normally you will have, em, you will have a list of all the service users that you're caring for that day and you will already know the service user name. But introduction is very important – you just don't barge into their house, and just start doing everything and just start addressing them by the name that you have on the paper.

It's very nice for you to have a relationship from day 1 whereas they love when you address them by asking, you know, introduce yourself: 'My name is Tanya Carriel, and I've noticed on the paper it says your name is em Janice Wallis. What would you like me to address you as, Mrs Wallis or Janice? Which one is it?' And they will respond to you, they will either say you can call me Janice or Mrs Wallis will do.

Interviewer: And after you've got into a routine, do you come in and say the same thing every day?

Tanya: You say the same thing every morning because remember from day 1 they said to you they would like you to address them by that name. So from day 1 that's the name that you will call them. It doesn't matter how long you've been there with them, you still address them by the name that they want you to address them by.

Interviewer: So imagine if you're coming on a normal morning, for instance, what would you say as you come through the door?

Tanya: Good morning Janice, or good morning Mrs Wallis, how are you today?

Interviewer: Ok, good, and then you would start most mornings like that?

Tanya: Yeah, every morning you would start like that. 'How are you today, Janice? Did you have a good night? Have you slept well? Any bad dream?' That's just a humour, just to have a laugh. 'What was the dream about, Janice? Swimming in the Mediterranean, in a beautiful ocean.' It's just a joke to cheer her up, to begin her day. But, yes, like that.