Care Creates… Purpose, Identity and Belonging: Sheila's Story

At **Wyvis House (part of the Award winning Pepperwood Care Group)** we believe that every resident should have the opportunity to maintain purpose, identity and connection — no matter what their diagnosis is. Sheila, who is living with dementia, embodies this every day.

From the moment she joined us, it was clear that Sheila had a strong desire to stay busy and to continue the routines that have always been meaningful to her life. She enjoys engaging with others and takes pride in being helpful. We recognised how important this sense of purpose was for her wellbeing, so we worked with Sheila to create a role that celebrates her strengths.

Sheila was given the title of Support Hospitality Assistant, a position that allows her to contribute in ways that feel familiar and fulfilling. Her photograph is proudly displayed on our staff board, and she wears her own lavender tabard, just like a member of the team. Sheila beams with pride and purpose each time she puts it on — it gives her identity, belonging, and responsibility

Throughout the day, Sheila supports the home in a variety of ways. She helps set up the dining tables, makes tea for residents, tidies shared areas, and joins the activities team to tidy the garden daily. These tasks help her stay active and engaged, and they bring her great joy.

Sheila also assists with front-of-house duties. When our admin team is unavailable, she dresses in her Sunday best and enjoys answering the phone or welcoming visitors at the door. These interactions allow her to connect with others, and they reinforce her sense of value within our community. For Sheila, these responsibilities are far more than chores — they are meaningful roles that support her identity and independence. For us, they are a powerful reminder that, with the right support, people living with dementia can continue to lead purposeful, connected, and fulfilling lives.

Care Creates... Purpose, Identity and Belonging: Sheila's Story

Pepperwood
care