At an activities session at Ysbyty Aneurin Bevan a female patient was brought into the day room who was non engaging and all she wanted to do was put her head on the table and go to sleep, as the other volunteers present were collecting and settling patients into the room I sat by the lady and started to engage her in conversation explaining that the local school children would be here soon to hold a craft session, after a bit of a discussion she agreed to stay for a little while but on the understanding that if she asked I would then transport her back to her room.

As conversation developed I realised that I knew the lady, she also knew my husband’s family we chatted about this and her owning a Fish & Chip shop. When the children arrived they had brought the play doh with them for the craft session I explained to them about the Fish & Chip shop and they made a plate of fish and chips out of the play doh for her whereby she informed them that their chips would need to be fatter for her shop, which everyone laughed at, it was delightful to see the difference in her by the end of the session and to feel I had made a difference to her day just by engaging her in conversation and making her feel part of the activities.