

26 February 2023

Dear Katrin, please see below my reference for your work with my family.

**Yours sincerely,
Monther Saeed**

Reference:

Katrin supported the care of my father between 2013 and 2022. Before her arrival we were in chaos, trying to manage my father's Alzheimer's to the best of our ability but without any deep understanding of the disease; we were reliant on neuropharmacological medicines to manage his varying moods and temperament, and doing our best to understand his behavior with varied success.

Katrin's arrival changed everything. From our first session we were provided with a deep and personalized evaluation of my father's situation, and we worked from there to build a joined-up care plan which involved my mother as his primary carer, his sons and grandchildren, and a wider team of nurses and domestic support. Katrin designed a tailored routine which prioritized achieving the best quality of life possible for my father, and allowed us to step away from neurological medicines with severe side-effects, in order to focus on behavioral and psychological treatments.

With each of her regular visits the care plan became ever more personal, improved and tailored in response to what was working for my father. We learned to establish routines that could be carried out by any member of the extended family and support team, we learned to communicate through body language, behaviours and signs rather than through language, and we learned about the importance of sensory activities which were stimulating but not overtaxing. The practical elements of care were taken control of. For example, Katrin helped us to recruit and train nurses and caregivers, who were then advised on the best tools and products to support my father from cutlery and chairs, to beds and pillows. Katrin also suggested manageable activities which were sensory without being overstimulating; these included visits to the sea, to listening to the Qur'an, and as my father became less mobile, holding towels and smelling incense.

Katrin's professional knowledge was also of great emotional support, listening to our needs and our struggles throughout the process. She helped to explain the personality changes involved in Alzheimer's, which was a great comfort to my mother and the wider family; we learned that the aggression and outbursts my father had were an unintentional result of his condition rather than a change in his feelings about us. Katrin gave as much support to my mother as to my father, and had a magic ability to inspire everyone to create a positive atmosphere even as we reached the end of his life.

For the caregivers, Katrin was a pleasure to work alongside. She always put herself in our shoes and made the team and family conscious of this. She wanted the best for my father and my family and was always adapting plans and ideas to suit us. She focused on holistic care, with family members at the centre of decision making on behalf of my father. With all the other healthcare workers she had a professional manner and was clear and direct if she noticed issues or if techniques were not done correctly. Katrin was approachable and listened to other colleagues feedback. The comfort of my father always came first.

Throughout the process Katrin was detailed and thorough, full of expertise and experience, and dedicated to helping us in a personal way. The framework she built for us made caring for my father possible, gave him dignity through the progression of his illness, and gave us the confidence that we were caring for him in the best way possible.