

The Birches team go all out to ensure customer's ultimate relaxation in their new bed!

When Emma, who lives at The Birches Extra Care Service required a new specialist bed, she was very worried about using it, as it looked very daunting and was a big change for her.

Specialist training was arranged to help her get used to her bed and to ensure her team knew how to support her to use it. However during the days prior to the training, Emma was becoming very worried. To distract Emma from her worries, she and the support team joked that the entire staff would be coming over for a pyjama party while they were being trained.

The carers at The Birches made her joke a reality by all deciding to put Emma at ease on the day and make her smile, by wearing pyjamas for the training.

Emma adds: **"The staff where brilliant that day and really helped put my mind at ease. I enjoyed using them as guinea pigs as they did the training with me in the room. The whole experience, which could have been very scary, was made so much fun, I laughed all the way through with thanks to the amazing staff."**

