



NOTICING levels of interaction – MAKING TOAST



| Positive Social Interaction | Positive Personal Care | Neutral Care | Negative Protective/Controlling Care | Negative Restrictive Care/ Subtle Abuse |
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| Talking about how you love the smell of toast, your own memories of eating toast, chatting about the smell of marmalade and oranges and where oranges come from etc. | Offering to help them butter the toast or asking if they need it cutting up, offering a choice of jam or marmalade. | Just putting the extra toast down in front of the person without speaking. | Telling the person to wait for the toast, that they've had their ration, saying 'don't you remember you've just had 3 slices', telling someone they'll be too full up. | Sighing, treating it as a bother, talking about them in the room and why they are a nuisance always wanting more toast with other staff and saying that the person has no idea really if they want it so ignore them. |