

## A DAY IN THE LIFE OF JAMES

Routine	Priming
James leaves the house at 9.30 a.m. He picks up his briefcase in the hall, kisses his wife goodbye, and is collected by his driver. During the journey James enquires about the day ahead.	Wife places briefcase strategically in hall before breakfast. Driver instructed to adopt chauffeur role.
On arrival at the hospital the receptionist welcomes him. James and his driver discuss arrangements for his return home. A smartly dressed woman appears, notebook in hand. She greets James deferentially and offers to take his hat and coat. Together they move along the corridor.	Receptionist alerts care assistant to James' arrival. Care assistant collects up notebook and pencil before greeting James.
Reassured that he is ahead of schedule, James settles into an easy chair to enjoy a cup of coffee. Someone points out that his newspaper has just arrived. James opens it and becomes absorbed.	Folded newspaper clearly marked with James' name and placed on sidetable. Coffee tray set up in advance.
James puts down his paper. He is invited to meet a person who needs advice about a management problem. James enters into a discussion of the difficulties of running a successful business.	Two members of the care team work together to put forward an administrative problem.
James has lunch, joining some people who have just arrived. He is asked to look after them. He encourages them to relax and enjoy themselves.	Care assistant briefs James on the needs of other clients.
During the afternoon James is shown round the garden by a member of staff. They discuss possible improvements to the seating outside.	Care assistant makes a conversational link between garden furniture and budget constraints.
James talks about his garden at home, and becomes restless. He insists that he should have been at home with his wife hours ago. His companion offers to put in a formal complaint about the transport arrangements which appear unsatisfactory. James expresses his annoyance and notes are made on a pad. Moving inside, James is now happy to accept a cup of tea whilst awaiting his driver.	Care assistant picks up notebook and pencil and assumes role of administrator. Tea is promptly served.
At 3.0 p.m. the receptionist announces the driver's arrival.. James dons his hat and coat and is handed his briefcase. He shakes hands with everyone, and leaves the room with a cheerful wave.	Driver adopts role of chauffeur, and staff recognize James' contribution to their day.
During the journey James and the driver discuss the weather. Arriving home, James tells his wife that his day has been 'the usual sort of thing'.	The driver and James' wife briefed to accept James's explanation of his day without question.