**Case Study 3**

I come from Portugal and a year ago I needed to improve my English, so I signed up for a short course at a language school in Brighton. The school found me lodgings with a nice family. There was a mother and a father, and two boys aged 12 and 15.

The family’s 80-year-old grandmother had Alzheimer’s disease and lived with the mother’s sister. However, when the mother’s sister broke her arm, she couldn’t look after the grandmother, who moved to our house. Grandmother was a lovely lady, very smiley, but sometimes she would start screaming “Who are you?” and “You want to kill me!” Grandmother kept on trying to run away from the house, so the family locked the door. This made her scream even more. I know they were worried about grandmother’s security, but where I come from, we would never inflict so much suffering on an old lady.

*What are the main areas of misunderstanding in this scenario?*

*What could the storyteller have done do try and resolve the situation?*

*analogical*

*What could either of the parents have done to try and resolve the situation?*