

APPENDIX 2 ~ CASE STUDIES FOR HOME SUPPORT SERVICE PRIVATE SECTOR CLIENTS

CASE ONE

Mrs H is an elderly lady living on her own in the Astwood Bank area, Mrs H has dementia.

Mrs H's son lives in Bromsgrove he used to be able to visit his mother daily to give her support, but due to his own ill health he is finding the constant journeys from his home a great strain. Mrs H has a care package but the son worries about the 'What ifs' of her daily life.

The Social Worker made contact with the Home Support service. The Home Support service visited this lady and with her developed an individual support plan, which required the Home Support Officer to support her in her home twice a week. These sessions would last between 20mins to 45minutes. Mrs H really enjoyed these sessions, which have given peace of mind to the family, who do not have to call as many times a week.

The Social worker has fed back to the Home Support service saying, 'the Home Support service has had a positive outcome for Mrs H and the family. The son feels the Home Support service has taken away the anxiety he felt on the days when he was too ill to visit his mother.

The Social worker feels that the Home support service is a truly valuable service to the private sector, and fills the gap that is always left in the community between social care services provision.

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CASE TWO

Mr & Mrs M live in the Headless Cross area in their own property. Mr M has poor mobility. They have no family support or other services going in to them.

Mr & Mrs M receive visits weekly for about 15mins, but sometimes they need more support time. When agreeing with them their support plan the Home Support Officer identified that they:

- were not claiming Attendance Allowance
- needed help cleaning their home
- would benefit from equipment and adaptations in their home
- were unable to go out independently
- needed assistance keeping the garden tidy
- had little information on bogus callers, falls prevention, delivery of medication, healthy eating and contacts for mobile hairdressers

The Home Support Officer was able to refer the couple to the Pension service and Mr M is now receiving Attendance Allowance. Through the signposting of the Home Support Officer Mr and Mrs M now have a cleaner and a gardener. Mrs M is now a regular user of Dial A Ride and is able to go out independently. They have also had a referral to the Occupational Therapist and have had the necessary equipment and adaptations to enable them continue to live in their own home with more independence.

Through the work of the Home Support Officer Mr and Mrs M have been able to achieve tangible outcomes. All of which are recognised by Worcestershire County Council Supporting People Team (see Appendix 1 for details of these outcomes).

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CASE THREE

Mrs T lives in Headless Cross area and is a wheelchair user.

When the Home Support service first started to visit Mrs T it was agreed to visit her just once a week. She had friends and neighbours who are very good to her and she employs a cleaner and a gardener.

A few weeks after the first visit, Mrs T was taken in to hospital following a fall. The Home Support officer kept in contact with the hospital to identify when she would be discharged.

Eventually Mrs T was discharged without a care package; she had slept in a chair all night, was very distressed and was finding it difficult to cope. The Home Support Officer was contacted and visited her straight away. The Home Support Officer identified that Mrs T should have an assessment and arranged for a Social Worker to visit the same afternoon. Following this assessment it was agreed that a care package would be put in place for Mrs T.

While waiting for a care package to be set up the Home Support Officer called daily to check on her well being. She continued these daily visits until Mrs T started to improve. Now that Mrs T health is better the support plan has been reviewed and the visits have now been reduced. However Mrs T knows how to make contact should she require any further support.