

# Making it real

Performance meeting case studies - July 2019



 PremierCare

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## Case Study 1

### Brief summary of the case

*indicating for example: what the care and support needs of the individual are; key outcome*

64 year old lady who previously suffered from a stroke and has slight learning difficulties, registered blind, no family support due to dad being poorly and safeguarding concerns about the family.

Care package of 4 calls a day including social visits to access the community if desired for shopping or social activities. Declines care most of the time.

Fully supported by the agency and her social worker.

Looking for more help to enable her to have someone to sit and chat with.

Increase in falls and has issues with her health deteriorating and declined help with hospital appointments.

### Case study narrative

*How was the conversation about outcomes approached?*

*What outcomes did the person or their advocate want to achieve?*

*How, and at what point, were the outcomes reviewed/ will the outcomes be reviewed?*

*What progress has been made in achieving the outcomes?*

*What worked well?*

*What challenges did you face?*

### Summary :

What was discussed / key issues / what was the desired outcomes for individual / how did she express this etc?

Joint visits with agency and social worker to discuss issues with not accepting help with health issues. SU states no one carers about her. After many joint visits SU started to trust advice from both parties and agreed to go to hospital appointments to get help.

Since then SU has been given an appointment for an operation to hopefully fully investigate causes of her health issues. SU has attended all pre-op appointments and is glad of the help.

More reviews take place every week to reassure SU that there is help if needed. Thus easing any anxieties that she has.

**Challenge :** *What were the key issues / barriers involved and did you overcome this or not and if there is lessons learnt to move forward and would you change anything for future etc.?*

MDT visit was arranged but was cancelled on the day due to the SU not wanting to engage with services.

Challenges overcome by continuing to call weekly with the same social worker and field manager from Premier Care.

### Does this case particularly illustrate any issue or area of best practice?

*Such as – person centred care / individual choice and decision making / joint working MDT approach etc.*

Best practice was illustrated through continuous SU involvement in all decision making and this gave the SU trust in the support network. SU continues to move forward and is looking ahead to eventually getting out with her care worker once her health issues have been resolved.

## Case Study 2

### Brief summary of the case

*indicating for example: what the care and support needs of the individual are; key outcome*

61 year old male, lives with his wife in their 2 bedroom bungalow. Previous stroke and Parkinson's, requires support with personal care including shaving. Carers are to speak clearly in order to understand and to give him time to be able to answer any questions. Carers may have to repeat the question. Carers normally attend 5 days out of the 7 and his wife generally does the rest. Unfortunately, his wife has suffered a stroke and had to be sent to hospital.

### Case study narrative

*How was the conversation about outcomes approached?*

*What outcomes did the person or their advocate want to achieve?*

*How, and at what point, were the outcomes reviewed/ will the outcomes be reviewed?*

*What progress has been made in achieving the outcomes?*

*What worked well?*

*What challenges did you face?*

### Summary :

Family had to be called as the gentleman had everyday living tasks completed by his wife. Therefore, he would not be able to manage things by himself. Extra care calls had to be put in place and this was confirmed by EDT.

### Worked well:

Family had to be called as the gentleman had everyday living tasks completed by his wife. Therefore, he would not be able to manage things by himself. Extra care calls had to be put in place and this was confirmed by EDT.

### Challenge :

The challenge was getting the male to agree as he was not used to having the carers calling more than the original agreed time. His family told him he really needed more help and that his wife would be in hospital for a short period of time before returning home. They explained to him that they did not want their father being seen undressed and unkempt. He was fine with this.

### Does this case particularly illustrate any issue or area of best practice?

*Such as – person centred care / individual choice and decision making / joint working MDT approach etc.*

All the decisions that were made included the client even though sometimes he finds it hard. We made the decision making with the clients approval and had his best interests in mind. We made this very person centered and made sure his family was involved with all conversations.