

Case Studies Oct/Dec Q3 2024

	Halton Support at Home
Clients' current situation	Mr. and Mrs. B live together in a large house, where Mr. B cares for his wife, assisting with personal needs and shopping. Mrs. B suffers from long-term ill health and is currently awaiting a stair lift from Halton Council and social services. Recently, Mr. B became unemployed from his part-time job, which has impacted their financial situation. Mr. B contacted the Red Cross to request assistance with a food bank parcel.
What we did/provided	A support worker took Mr. B's call, explained our services in detail, and arranged for a food bank delivery to their address. Upon delivering the food, Mr. B invited the support worker inside to discuss additional support options. Mrs. B expressed her distress over being doubly incontinent and having a lot of laundry due to the lack of incontinence pads, which she cannot afford. The support worker immediately referred her to the incontinence team. Although the family did not require further support at that moment, they inquired about ways to alleviate Mrs. B's boredom. The support worker suggested borrowing books from the mobile library van and provided Mrs. B with the contact number, as she preferred to handle this herself. This suggestion offered valuable mental stimulation and helped reduce her boredom while she is confined at home. The support worker also provided Mr. B with useful contact numbers for online and phone shopping services, although he prefers to shop in person for now.
The difference we made	We provided essential mental stimulation during this health crisis and promptly scheduled an appointment with the incontinence team, who responded the same day, although there is a four-week waiting period. Mrs. B is much happier knowing that someone has listened to her concerns and assisted with obtaining incontinence pads. Additionally, a referral was made to the Citizens Advice Bureau for a hardship loan to purchase new bedding. By providing a food bank parcel, we addressed their nutritional needs, including extra milk for Mrs. B, who is on Complan for weight loss.
Quote from Service User	"This has helped so much. We were scared to ask, but I'm glad we did as I've been treated with respect. It's hard to admit you need help, but you have not judged me and made me feel relaxed."

	Halton Support at Home
Clients' current situation	The patient was receiving palliative care for cancer, necessitating frequent hospital visits. He experienced significant pain and faced considerable physical and emotional challenges, rendering him unable to leave his home to perform his usual daily activities. He felt that his concerns about pain management were not being adequately addressed by his doctors, leading to a general sense of depression.
What we did/provided	<p>The support worker visited the service user to discuss how best to assist him. Initially, he was hesitant to accept help due to his pride as a former army man. However, the support worker was able to gain his trust and they developed a strong rapport, allowing her to support him effectively.</p> <p>The support worker took care of his weekly shopping, ensuring he received the special foods necessary for his recovery. Additionally, collecting his prescriptions and deposited cash into his bank account, alleviating his financial worries.</p> <p>The support worker visited the service user every week for a total of six weeks and provided emotional support and a friendly face and someone to talk to about his worries.</p> <p>During one visit, the support worker became extremely concerned about his mood, so she contacted his doctor to express her concerns and inform them about his ongoing pain. This prompted the doctor to conduct a home visit that same day. The support worker referred him to Macmillan Cancer Support for emotional support during his treatment.</p>
The difference we made	<p>We believe that the assistance we provided to the service user significantly eased his ability to focus on his treatment, without the added stress of managing his shopping or prescriptions. Having someone to converse with weekly, address any arising issues, and offer simple gestures like making a cup of tea and providing emotional support was invaluable.</p> <p>The doctor's home visit, prompted by the Red Cross's phone call, ensured that the service user received appropriate pain management and would be closely monitored in the future.</p>
Quote from Service User	"I have found Tracey a wonderful help during these dark days. She is always upbeat & cheerful, and ready with advice whenever I have sought it. Her advice on shopping has been a life saver. I know her Red Cross services have only a couple of weeks to run but I am so grateful for all her help. Everything handled for me by the Red Cross has been first class, especially your local agent Tracey. I cannot thank her enough for her encouragement, help, advice and cheerfulness. You need more like Tracey.

	Halton Support at Home
Clients' current situation	Mr. A was referred to the British Red Cross by the Stroke Association. He lives with his two small dogs and has been struggling to attend a mobility assessment after suffering a stroke. This stroke has impacted both his mobility and speech, causing frustration when he isn't understood, which has led to missed appointments.
What we did/provided	Two support workers visited his home before the appointment to conduct a risk assessment, ensuring we could safely transport Mr. A in a car. On the day of his appointment, Mr. A appeared quite anxious. We reassured him that we had ample time to reach his appointment. We ensured his dogs had access to water before leaving and assisted Mr. A to the car, encouraging him to use his walking stick and take his time. During the journey, we engaged in light conversation, allowing Mr. A the time he needed to respond, which helped him feel more at ease. At the appointment, we informed the NHS assessor that Mr. A required additional time to answer questions. After the appointment, we accompanied Mr. A back home. He was in good spirits and pleased with how the appointment went.
The difference we made	Mr A wasn't confident in attending the appointment on his own. He gets extremely frustrated when he isn't understood and, in the past, had declined to leave his home.
Quote from Service User	Thank you very much for being patient with me. I was very worried about going to the appointment on my own and had cancelled a couple of appointments because of my speech impairment.