

1. CASE STUDY – Doris

What Matters to Doris

- I would like support with showering.
- I live alone.
- I had a stroke 17 years ago, left sided weakness.
- I have heard yesterday that my cancer has spread

Doris is 67- years of age with a diagnosis of cancer. Lives alone, but stated that her younger son has “almost” moved in. The North Wales Cancer Treatment Centre made a referral to SPoA for a package of care to help with showering. SPoA allocated Doris’s case to a Lead Practitioner who contacted Doris and arranged a day and time to visit.

After visiting Doris the Lead Practitioner contacted the District Nurse team after Doris had told her that her cancer was serious, she was struggling to eat and her pressure areas were becoming sore.

The District Nurse arranged for Health & Social Care Support Workers (H&SCSWs) to support Doris with all aspects of personal care which included taking a shower and applying prescribed cream to sore areas.

The H&SCSWs visited daily but the level of support and times varied depending on how Doris was feeling. They encouraged Doris to eat and drink often preparing food and drinks of choice. As Doris became more poorly they adjusted their support and were in frequent contact with the Lead Practitioner and the District Nurse for advice and guidance, as how to best to support Doris’ deteriorating health and well-being. Input from an Occupational Therapist was arranged to see if any equipment could assist with her deteriorating mobility. Throughout this difficult time the Health & Social Care Support Workers provided advice and support to Doris’s family.

Doris was stepped up to the Enhanced Care Service when her health needs became worse.

The benefits of SPOA & Health & Social Care Support Workers

For Doris

- Her wishes & needs were central – with an outcome-focused approach
- One Support worker who could attend to both her health and social care needs
- Her family were supported
- Doris got to stay at home

For Health & Social Care Services

- A coordinated & efficient response and seamless services
- Support was facilitated without delay and reduced the need for a hospital admission
- Effective use of partner resources

2. CASE STUDY – Glenys

What Matters to Glenys

- Mobility
- I worry about not being able to shop and cook like I used to
- I want to be independent and carry on caring for my husband
- I have help from my friend but I don't want to put her out too much
- I like the house to be clean

Glenys' decision to phone SPOA was because she had broken her ankle and leg, now in plaster and was worried how she could manage caring for her husband, Roy.

Glenys is 78 years and cares for her husband Roy who is 84. Roy is blind, has cancer and heart problems. Roy had recently been discharged from hospital but he and Glenys had refused a package of care. They have a good social network, in particular a caring neighbor Beryl. They have managed in the past with 'help' from Beryl. Glenys asked the SPOA Operator about having a wheel chair so "at least" she "could be mobile". Roy can manage his personal care with prompting, Beryl helps with some shopping and cooking. Glenys states that her friend is willing to help out but does have "her own health problems" and Glenys does not want to "put on her".

SPOA Operator advised Glenys to contact the GP regarding the wheelchair, as they would have to refer for this. The Operator also searched DEWIS for other support while she remains in plaster. With her permission her details were passed onto a Carers Support Organisation who agreed to contact her directly to arrange a Carers Assessment.

SPOA Operator also sought advice from the Well-Being Coordinator, who contacted Glenys and with her permission made a referral to a Home from Hospital Service. This was to ask if they would take the referral and visit her to see what shopping she needed, then go and do the shopping. The service offers support and assistance for citizens when discharged from hospital for a period of up to two weeks. This took pressure off Beryl who was able to continue with meal preparation.

Information was also provided about a range of cleaning agencies. Glenys took the details of local agencies as she and Roy were able to pay for this themselves.

Benefits of SPOA

For Glenys

- To remain caring for Roy at home with minimum support and intrusion from formal care services
- A coordinated, first contact and right response
- Her desired outcomes (what really matters) were met.

For Health & Social Care Services

- Information & Advice was proportionate, by connecting Glenys and Roy with third sector services that could meet their needs.
- Glenys was able to continue caring for Roy at home preventing the need for a more formal package of care/ or placement
- Efficient and effective use of partner's resources