

Case Study



Mr H made an enquiry to My Care My Home after being handed one of our leaflets at a local care home. Mr H's wife suffers from Parkinson's and dementia with fluid bodies, and following a hospital stay had been placed in a care home.

Mr H had concerns about her being there as he said she had fallen twice whilst there resulting in a broken hip and a cut to the head. The situation was aggravated further when 2 weeks prior to Mr H contacting MCMH his car had been stolen, and as he wasn't able to replace it he was no longer able to visit his wife. He explained that he wasn't able to use public transport to visit her as due to the location of the home, this would require several bus changes which he didn't feel able to cope with. Mr H said he had spoken with his wife's current care home regarding help with moving her closer to home to enable him to visit, but said he was just told "it's not that simple". Mr H was extremely distressed by the situation and didn't know who to turn to for help; this was having an adverse effect on his own health.

Upon speaking with Mr H further, and establishing that his wife's care was funded by the local authority, MCMH advised him to speak with Northamptonshire County Council regarding the possibility of moving his wife to a care home that would be easier for him to access. He was happy to take the relevant number, but called back in to MCMH saying he found the automated system very confusing and asked would we call the council for him. He also mentioned that a

close friend of his had called to say that their own wife had just passed away, which had upset him further.

MCMH reassured Mr H that he wasn't alone and to try not to worry; we would speak to the council on his behalf.

MCMH spoke with the adult care team and passed on all relevant details, we were informed that somebody would be in touch with Mr H within the next few days. MCMH also made a referral to Age UK to see if any help could be provided regarding Mr H visiting his wife in the current care home whilst the council dealt with his request. Mr H was very grateful for our help and was pleased that the council would assist him from here, and said he would get in touch again if he needed any more advice.

Mr H called back in to MCMH around a month later to update us on his situation. He gave us the good news that the council had found a care home near his village with a vacant bed for his wife. This would take another 3-4 weeks to complete, but his spirits were clearly lifted and he sounded much better in himself. He also explained that somebody who lives locally to him had been driving him to and from his wife's current care home twice a week so he had been able to maintain regular contact. He also told us that his wife would be re-assessed in February to see if she could return home; whilst he was not hopeful that this would be possible, he was extremely pleased that things had improved and his request had been responded to and wanted to share his good news with us. This service was provided by MCMH at no cost to the Customer or Council and resulted in a positive outcome.