

# Case Study



**My Care My Home received a referral from a partnering council for a Mrs R. Mrs R had gradually deteriorated following her husband's death which left her heavily reliant on her daughter for simple tasks.**

My Care My Home called Mrs R's daughter on the same day the referral was received. She informed us that her father had recently died, leaving her, their only child, to care for Mrs R. She described her mother as: "Vulnerable; doesn't leave the house as frightened of falling over, very forgetful but refuses to see a GP, she is not eating properly resulting in weight loss and has become frail, she can be very difficult so meals on wheels would not be appropriate."

Mrs R's daughter agreed for My Care My Home to arrange the provision of an Independent Financial Advisor and Power of Attorney advice. During the initial telephone conversation, My Care My Home discussed all care options such as employ your own carer and extra care schemes. All information and facts sheets were sent to provide extra support and knowledge. My Care My Home arranged for a Care Adviser to visit both Mrs R and her daughter at her home address. This assessment was carried out within 2 days of receiving the referral.

The comprehensive report and findings from My Care My Home's assessment concluded that an Extra Care Scheme in the local specified area would provide Mrs R with a safer and happier lifestyle. In light of this, details of six available

extra care schemes within the chosen area were provided free of charge. Information given included website links and costs. Within the 2 days this information was provided, My Care My Home organised the installation of a personal alarm for Mrs R through Age UK. This provided Mrs R's daughter with peace of mind whilst her mother was living at home.

The report included information on care packages tailored for Mrs R and all the costs involved. An average property valuation was given to evaluate Mrs R's future financial situation and to forecast how her assets would pay for her future lifestyle. Funding breakdowns of costs were provided to give further financial support and guidance.

Unfortunately Mrs R was taken into hospital following a fall a week after the assessment was carried out. She has remained in hospital and My Care My Home remains in contact with her daughter. My Care My Home is working with Mrs R's Occupational Therapist and discharge nurse to see how her care needs may have changed following her time in hospital. My Care My Home arranged a care package for her safe return home.