

# Case Study



**Mrs S contacted My Care My Home after being given our details by Northamptonshire County Council social services department. Her parents, both 85 years old, were living at home, her mother being her father's carer.**

They were receiving a small amount of external help; 1 hour of personal care once per week to shower her father, and one social visit every 2 weeks to take her father out of the house. Even though this arrangement had been in place for quite some time things had taken a turn for the worse 2 weeks before the enquiry when Mrs S's father had suffered several falls. Mrs S's mother had also confessed that she felt depressed as the arrangement had a detrimental effect on her own quality of life; she no longer felt able to leave the house as she was worried her husband would have another fall.

Mrs S contacted MCMH to see if we could help her to find suitable respite for her father on a long term basis with the option for him to stay permanently if he liked the home. She had already tried to source this herself, however had struggled to find a suitable care home and eventually placed him in a home with fees of £1200 per week (considerably more than her parents could afford to continue paying). Her father only had 7 days remaining in the current care home, and her mother was worried that he would have to return home if they could not find alternative respite. MCMH explained to Mrs S that they could use our website to conduct a free search of alternative care homes, and that we also offer a chargeable service to find suitable respite in a home that meets all of her father's needs and requirements. Mrs S advised she would use the website over the weekend, however 1 hour later she called back to say she would like to use the chargeable service as the stress of the situation

was becoming too much for the family to deal with.

On that same day after obtaining a clear picture of the needs and wishes of Mrs S's parents, MCMH contacted a large number of care homes in the area which had met all required standards in their most recent CQC inspection, and within a few hours had found a care home that met all of their requirements. It had a recently refurbished room available with immediate effect, fees of £600 per week, 1 mile (5 minute drive) from the marital home, equal ratio of dementia and non-dementia residents, and daily activities such as theatre trips. MCMH contacted Mrs S to advise her, and also provided her with a report on the care home including their CQC inspections, and she decided she would visit the home the following morning to meet the manager and view the available room. Mrs S called back the following day to report that the visit went extremely well; she thought the available room and the layout of the home (clear separation of dementia and non-dementia residents) was ideal, she had spoken to some of the residents who spoke highly of the care staff, she liked the home manager, and was particularly pleased that the home would also be ideal for her mother if/when the time came for her to join her husband there.

Mrs S reported that the home met all of her father's requirements and that the family, especially her mother, felt that a huge weight had been lifted. Mrs S' father agreed to take the vacant room, and her mother went on the waiting list. This service cost the family £100, and their problem was solved in just 24 hours. This also resulted in a saving of £600 per week against the first care home that Mrs S's father had been placed in. Mrs S was also referred to an Independent Financial Advisor for advice on how to best manage the cost of her parent's care needs.