

## CASE STUDY Child with Spinal Injury

### The Service User

Benjamin\* had a car accident aged 7, resulting in a spinal injury. Following his injury he spent a year in a specialist spinal unit and was then discharged to live at home with his Dad and 2 siblings, under a full care package.

Benjamin has a tracheostomy and is fully ventilated. He also requires enteral feeding, medication administered via his Mic-Key Button, bowel care and catheter care. There were also some very complex family dynamics, as there had already been a breakdown in the marital relationship at the time of Benjamin's accident.

### The Requirement

Benjamin's Case Manager met with Interserve Healthcare to discuss Benjamin's case and how a care package could be implemented to meet his care requirements. Interserve Healthcare delivered a written proposal to the Case Manager and also discussed costs, the proposed implementation plan and the on-going support required for the care team and the family.

The Case Manager arranged for Interserve Healthcare to meet with Benjamin's family at the spinal unit to discuss in detail their requirements, as it was a very new and daunting experience for them. A member of Interserve Healthcare's Primary Care Specialist Team, who manage the implementation of complex care packages, and a Senior Children's Nurse attended the meeting to discuss all aspects of care provision and the Discharge Liaison Sister explained their staggered discharge plan.

A number of Healthcare Assistants were selected from Interserve Healthcare's worker database and also through specific recruitment campaigns. Benjamin and his Dad then met with the selected Healthcare Assistants and chose 15 workers to work on Benjamin's care package (12 for their core team and 3 contingency workers).

A Lead Nurse was identified, introduced and allocated to the package to undertake delegated tasks and to mentor and support the new team (as per NMC guidelines). The delegated tasks required were bowel care, including suppositories, management of Benjamin's tracheostomy, suction, ventilation, PEG, care of the suprapubic catheter and administration of medication.

A bespoke training course was provided, written and delivered specifically for Benjamin's needs, which included Spinal Injury, Tracheostomy Care, Autonomic Dysreflexia, Suprapubic Catheter, Bowel Care, Gastrostomy Care, Ventilator Care, Psychological Impact of Injury on Child and Family and Working with Families.

After organising honorary contracts, Interserve Healthcare's Healthcare Assistants completed shadow shifts at the spinal unit, where the Lead Nurse and the clinicians supported and mentored the team and Interserve Healthcare's Lead Nurse signed off the necessary delegations before the staggered discharge.

### The Outcome

It was a huge transition for Benjamin and his family when he returned home, but with the huge amount of support they received from the spinal unit, their Case Manager and Interserve Healthcare, they have settled in very well. Their family are now able to undertake more family activities and with the care team they are now having trips out to the park and walks around the village. Benjamin is also back at school 3 days per week, building up to full time hours.

*\*Service Users name has been changed for data protection.*