

## CASE STUDY Spinal Injury

### The Service User

Brian\* is 21 years old and has tetraplegia, caused by an accident he had 9 years ago whilst playing with friends in the local area. He has spent 18 months undertaking rehabilitation in a spinal unit, however has recently returned home where he lives with his parents.

Brian has a spinal injury with an incomplete break C1 and C2. He is fully ventilated, requires intermittent suctioning and has a suprapubic catheter insitu.

Brian is a typical young man, who likes socialising with his friends and is an avid Chelsea supporter.

### The Requirement

Interserve Healthcare provides Brian with a specialised complex care at home package, which consists of a care assistant and registered nurse 24 hours a day.

Interserve Healthcare has faced several challenges within his care package as Brian has had trouble coming to terms with his injuries. His friends and family have always played a big part in his life and they ideally would have cared for him, but he did not want to be dependent on them. Naturally it took a little while for Brian and his friends and family to understand that although we may advise of the risks of a certain activity; our role is to support him to be as independent as possible.

Brian is a very strong minded character and has had numerous differences of opinion with his family regarding his care provision. Although his family felt that they were acting in his best interest and protecting him from further harm, by working closely with Interserve staff they were able to see that Brian is entitled to make his own choices and did not want to be wrapped in cotton wool. During these times of conflict Interserve has stayed objective and offered different solutions, which have enabled all concerned to make an informed choice.

### The Outcome

Through detailed client specific training and selection of staff chosen by Brian that compliment his personality and specific physical care needs, Interserve has been able to work with him to ensure that he lives as full and active a life as possible.

By making sure that Brian is at the centre of an outcome based personalised care plan, Interserve has enabled him to continue to do a lot of the activities he enjoys in a safe manner. He regularly socialises with his friends and has recently moved into his own self contained annex attached to his parent's house to increase his independence further.

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