

## CASE STUDY Cerebral Palsy

### The Service User

Cassie is 19 years old and has cerebral palsy. She is gregarious and fun to be around and likes nothing more than shopping and socialising with friends.

Cassie uses a wheelchair to mobilise and has hypertonia, epilepsy and speech difficulties. She previously lived with her Grandmother, who had passed away 6 months ago in the home they shared, at which time Cassie moved into a respite unit and then decided she wanted to live independently.

### The Requirement

As Cassie was about to move into her own flat, she needed a package of care to support her with personal care, PEG, administration of medication and support to access social activities.

Interserve Healthcare was asked to provide 24 hour support for Cassie, so an Interserve Healthcare Regional Nurse Advisor met with Cassie and the CCG clinical lead and in partnership they developed an outcome based, holistic care plan.

Cassie stated that her biggest irritation was people finishing off her sentences for her, thinking they were helping and people talking over her, as if she didn't exist. Interserve Healthcare discussed the type of worker who would be most suitable to support her and agreed to a live in support worker, who we could delegate the clinical tasks to and who was able to fit in with her social group and not feel out of place supporting her at college.

Five suitable workers were shortlisted for Cassie and she met with them all and chose three excellent live in workers, who she liked immediately and within an hour were chatting like old friends.

### The Outcome

Although she lacked the motivation at the time the care packaged commence, Cassie is now attending a local College. The college allows us to have quarterly peer group meetings there, where our workers share good practice and discuss any difficulties they are experiencing, in order to get support and advice from each other and from the Interserve Healthcare Branch Manager.

Cassie still requires some encouragement in the mornings but her support workers are patient and supportive and work together as a team to ensure that there is always someone on hand to provide support.