

CASE STUDY

C2 Spinal Injury

The Service User

Craig* is 34 years old and has a C2 spinal injury which he acquired through a skiing accident aged 25.

Following his accident, Craig has total paralysis from the top of his neck and is unable to breathe unaided. He has a peripheral nerve stimulator in place to stimulate breathing and is fully ventilated at night. He also suffers with Autonomic Dysreflexia and requires bowel intervention.

The Requirement

Local CCG commissioners contacted Interserve Healthcare to provide full time support to Craig in his home, allowing him to live more independently and receive an improved quality of life. The CCG had previously approached two alternative providers who had declined to provide care due to the complexities of Craig's condition and the complex care required.

Several provider companies, including numerous individuals employed by the CCG, had previously been involved in this very complex package, so finding an agency that could provide on-going care was extremely important.

Following a clinical assessment by an Interserve Registered Nurse, a selection of staff were identified that would most suit Craig's care needs as well as being a good personality match for him. A meet and greet session was organised with those staff selected as well as with Craig and his advocates. After the meet and greet, Craig made the final decision on who he would like in his Care Team.

The Outcome

Interserve Healthcare now supplies Craig with two Care Assistants who provide 24 hour care, 7 days a week. They support Craig with personal care, feeding and preparation of meals, looking after day to day tasks at the property, record-keeping and monitoring and cleaning all equipment on a daily basis.

Interserve Healthcare also provides a Registered Nurse for 36 hours per week for delegation of tasks, training and co-ordination.

Craig is now able to live independently, managing the majority of the decisions in his care, including choice of care staff and their rotas.

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