

## CASE STUDY Acquired Brain Injury

### The Service User

Hannah\* acquired an unfortunate brain injury following a routine operation on her eye. There were certain complications throughout her surgery procedure which left her in a coma for 2 years. There was a lot of concern of the effect this would have on Hannah when she woke up.

Once Hannah came round from her coma, she had to re-learn many of the daily activities that most people take for granted. Hannah was initially transferred to a local rehabilitation centre where she received specialist support in improving her cognitive and physical functioning. After Hannah had become more proficient in these areas she was then able to return home but required a Live-in Carer to help support her with her daily living and routine.

### The Requirement

Interserve Healthcare started to support Hannah after an initial enquiry from her Case Management company. Once the branch had discussed a potential care plan, a staff member went to visit Hannah in the rehabilitation centre to meet her and assess the actual needs and plan the future course of action.

Once Hannah was well enough to return home another member of the Interserve Healthcare team visited the home and assessed the environment that the Carers would be working in. A full care plan was then put into place and meets and greets between the Carers and Hannah were arranged.

A Live-in Carer was put into place initially to support Hannah, then once she was able to support herself a little more, that was reduced to a Carer coming in for 12 hour shifts 7 days a week.

### The Outcome

The Interserve Healthcare Carer's have improved Hannah's cognitive and physical functioning. Her personal skills have dramatically improved with her now only requiring care during the day rather than at all times.

Hannah is now able to live her life far more independently with increased confidence and can rely on herself now rather than those around her.

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