

CASE STUDY

C3 Spinal Injury

The Service User

Hayley* is a 32 year old female with a spinal injury, C3 complete break resulting in tetraplegia, as the result of a car accident she had two years ago. Hayley's symptoms include Tetraplegia, Posterial Hypotension and occasional pains in her shoulders.

Hayley lives in a specially adapted bungalow with her Dad and her two children.

The Requirement

Interserve Healthcare was approached to quote for Hayley's care package, as there was a crisis situation and four weeks notice had been given by the current provider.

Hayley requires 24/7 care with double ups both morning and evening for hoisting and personal care.

Interserve met with Hayley and her Care Manager to understand the level of care required. The Case Manager provided a very detailed assessment of Hayley's requirements so that Interserve Healthcare could ensure there were enough appropriately skilled workers to undertake the package.

A Spinal Injuries Nurse was allocated for 16-20 hours per week. Delegated tasks required were bowel care, including manual evacuation and administration of Medication. A bespoke training course was provided, written and delivered specifically for Hayley and we ensured that not only her immediate team were trained, but also some of our other core workers, in case of any future requirements.

An Interserve Regional Nurse completed a detailed care plan and risk assessment and was able to make positive suggestions of how we could improve on the current care package. We also ensured shadow shifts were undertaken with her existing team, so our workers could learn the routine to make the transition easier for Hayley.

The Outcome

Hayley's care workers are currently having monthly peer group meetings and supervisions, and have monthly visits with Hayley. Interserve has also now arranged for a physiotherapist to visit and show our care workers how to complete Hayley's passive movements, where previously her Dad was undertaking that responsibility, but he was starting to struggle as he also cares for Hayley's 2 children.

Feedback from Hayley has been extremely positive and she is delighted with her new team.

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