

CASE STUDY Dementia

The Service User

Jane* is an 83 year old lady with severe dementia. She lives with her daughter Sally*, who has a learning disability and is also her primary carer. Jane has extremely limited mobility and requires assistance with all movement and personal care. She also requires a lot of encouragement to eat and drink and is often confused and disorientated due to her advanced dementia.

Jane is cognitively impaired and communicates her needs by shouting and gesticulating. Sally's behaviour can also be quite challenging and she is very protective of her mother.

The Requirement

Interserve Healthcare provides care for Jane over six sessions each week.

Upon starting Jane's care package, the Interserve Healthcare team discussed the type of worker best suited to support Jane and, because of the severity of her needs, it was deemed that a Nurse would be most suitable. The six sessions are a combination of care in the home, which provide respite for Sally, and visits that allow Jane to access day facilities including hydrotherapy and a solarium.

This care package is not without its challenges. Sally is very sensitive to her mother's needs and insists that only one Nurse care for her, which caused problems when the regular nurse required time off. Due to the importance of continuity of care, Interserve Healthcare introduced a Nurse who covers 2 of the 6 shifts per week, which enables Jane to build up a rapport with both of her Nurses.

The Outcome

Regular review meetings take place between Interserve Healthcare, Jane, Sally and Jane's Social Worker. This allows any potential problems to be identified and gives Sally an opportunity to discuss any concerns she may have about Jane, receive support, and gain a better understanding of the care being provided.

In addition to the review meetings, Interserve Healthcare undertake regular supervisions and peer group meetings with the workers to ensure they are fully supported and can discuss their concerns in confidence with the branch.

Since Interserve Healthcare has taken over Jane's care package, Sally has become so confident with the care that is provided to her mother, that the Nurses accompany her and her mother on an annual family holiday abroad, providing 24/7 care and the vital support that both Jane and Sally require.