

CASE STUDY Holiday Care

The Service User

Sam* is a 92 year old gentleman who lives with his son and daughter-in-law. He is fit and healthy but does suffer with age related conditions, such as stiffness in his joints.

Although he is able to manage certain tasks independently, Sam does rely on the support of his family for activities of daily living, particularly food preparation as the food is stored in a downstairs basement, which is accessed via some steep stairs.

Sam's daughter-in-law contacted Interserve Healthcare when she and Sam's son decided to take a two week holiday and wanted to ensure that Sam would be cared for in their absence.

The Requirement

Sam is able to manage his own personal hygiene, medication and food, however, the main concern was the stairs leading down to the basement. Sam goes down there daily and, if he were to fall, there would be nobody to help him.

Following the initial enquiry, Interserve Healthcare arranged for a member of the Care Team to visit Sam's house and discuss his care requirements with him and his family. At this point a full assessment of Sam's needs was conducted, as well as an understanding of his general requirements.

It was decided that a daily one hour visit from a Carer at lunch time would be adequate to ensure Sam had his needs taken care of throughout the day. During these visits the Carer would chat with Sam about his day, as well as assisting him down to the basement to collect any food that he required.

In addition to the one hour visits, it was also agreed for a member of the Advantage Healthcare Office Team to call Sam at 5pm on a daily basis to check that he was safe and well.

The Outcome

The support provided by Interserve Healthcare gave Sam piece of mind that someone would be coming to see him every day and checking on him in the afternoon. It also gave peace of mind to Sam's family that in their absence Sam was being taken care of and kept company.

Sam's family have since been away on two additional holidays, arranging for Sam to be cared for by Interserve Healthcare Carers during this time. The service has provided them with the flexibility that they needed to take a break whilst maintaining Sam's everyday routine.