

## CASE STUDY

### Complex Care

#### The Service User

Sarah\* is a 3 year old girl who was born prematurely at 26 weeks. She suffers bronchopulmonary dysplasia, has an upper airway obstruction, severe lung disease and gastro oesophageal reflux.

Sarah was ventilated for four months, then had a tracheostomy fitted and required CPAP for 6 months. Although she was initially fed by gastrostomy tube, Sarah has now started to take food orally.

Sarah is totally dependent for all her personal care needs. She was cared for at home by her mother 24 hours a day however this left her mother feeling very tired and emotionally strained.

#### The Requirement

Interserve Healthcare was commissioned by the CCG to provide Sarah and her family with care and respite support six nights a week between 22.00 and 07.00. Interserve Healthcare worked in partnership with Sarah's family, the CCG and other healthcare professionals to ensure that an appropriate care package was set up that met Sarah's needs and that also maximised the respite required for her mother.

A detailed care assessment of Sarah's needs was carried out by an Interserve Healthcare Domiciliary Care Consultant at Sarah's home, with her mother being fully involved throughout. The assessment focused primarily on her respiratory and nutritional care but also incorporated play and developmental aspects, taking a holistic approach.

Interserve Healthcare identified a team of Children's Nurses ensuring they had the relevant skills and experience to care for Sarah. It was then organised for all of the nurses to attend an update tracheostomy course via the local NHS Hospital and shadow shifts to re-assess their skills.

#### The Outcome

Interserve Healthcare has now been managing Sarah's care package for 18 months. It has been a huge success for all of the individuals involved, and the Interserve Healthcare office staff and Nurses are thoroughly enjoying working with Sarah.

More importantly Sarah has developed an excellent therapeutic relationship with the children's nursing team and has made excellent progress with her mobility, speech and sleep pattern.

Sarah's mother says; "I have seen an improvement in Sarah's health and development over the past year, which I believe is because she is receiving continuity of care from excellent staff. I am now able to sleep at night and feel refreshed and capable of caring for Sarah in the day".

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