

## CASE STUDY Child with Acquired Brain Injury

### The Service User

Sarah\* is a 7 year old girl who was involved in a road traffic accident three years ago. Sarah suffered a traumatic head injury and as a result she requires continual ventilation, is fed via a gastrostomy tube and requires full support with all daily activities. Sarah spent 12 months in hospital where she underwent an intensive medical and rehabilitation regime. Throughout this process Sarah's parents were dealing with a mixture of emotions including grief, loss, frustration and countless anxieties, as well as trying to balance the needs of their two younger children.

### The Requirement

Interserve Healthcare was commissioned to assess, plan and implement a safe and effective care package that met both the health and social care needs of Sarah and her family. We worked in partnership with Sarah's family, legal representatives and wider healthcare professionals to ensure that an appropriate implementation plan was established. This comprised of a comprehensive assessment of Sarah's needs, carried out by a member of our clinical team, the identification of an appropriately skilled team, organisation of bespoke training and staff development programs and the on-going co-ordination and case management requirements.

We worked in partnership with a recognised national brain injury organisation who provided a bespoke training course to our support team that was service user specific. The team spent 4 weeks working alongside the hospital team, gaining vital clinical skills and knowledge of emergency procedures as well as building invaluable relationships with Sarah and her family, forming from trust and confidence from the onset.

### The Outcome

Interserve Healthcare has now been managing Sarah's care package for just over 2 years and it has been a huge success for all of the individuals involved. The support team achieve great job satisfaction supporting Sarah to reach her full potential, and equally, Sarah has developed an excellent therapeutic relationship with her support team and has made excellent progress with her mobility, speech and behaviour patterns.

Sarah's mother has said; "I have seen an improvement in Sarah's general well being and development during the last two years. I believe this is due to the fact that she is receiving continuity of care from a dedicated support team that are aware of her goals and have given me with the confidence to truly switch off at night, allowing me to sleep and feel refreshed to care for Sarah in the day".

Interserve Healthcare has provided a cost-effective care package that has assisted in preventing a possible family breakdown.

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