

Provider Evidence Template 2012/13

Provider Name	GET WISE
Contact Name & Details (of person submitting evidence)	Vicki Atherton, SDPP
Date Submitted	Oct 2013

Type of Evidence (please tick one box only)					
Case study	<input type="checkbox"/>	Award / nomination	<input type="checkbox"/>	Provider success story	<input type="checkbox"/>
Press Article	<input type="checkbox"/>	DVD /CD	<input type="checkbox"/>	Other	<input type="checkbox"/>

What was the situation before / what was the nomination or award for?

Phoebe¹ failed her medical assessment and her ESA payment however she continued to receive payment until date of hearing. She has history of substance misuse and mental ill health with goes back a long way. On top of that she has suffered domestic violence, lost her children and they were adopted, leading to PTSD². Phoebe has not got much support since experiencing mental ill health According to Phoebe when her mother discovered that she was taking anti-depressant her mother flushed all her medication in the toilet and told her to pull herself together and that there was no such thing as depression.

What did you do or change that made a difference / got you a nomination or award? (what was your input into the situation)

Offered 1:1 time for Phoebe to ventilate feelings and thoughts and offered emotional support and reassurance prior to hearing.

Gave information and advise on how to get help and support with PTSD and depression

Discussed about her getting support from the local CMHRS³. Phoebe was advised to speak to her GP and request a referral to be sent to CMHRS to enable her to get support.

Phoebe was reluctant to go due to feeling depressed and she was given telephone support and reassurance that it was okay to seek help when one feels depressed. Phoebe attended her appointment.

¹ Pseudonym

² Post-Traumatic Stress Disorder

³ Community Mental Health Recovery Services.

Prepared a report for her Tribunal and this was given to the judge and doctor. Prior to the Tribunal hearing Phoebe was sounded distressed as her family had stated that they could not accompany her to her appointment. I suggested that she get a taxi to her tribunal as it would not be a good idea for her not to attend her tribunal and she agreed, I reassured I would be there with her.

What difference has been made? (what outcomes were achieved as a result of your input)

Phoebe won her appeal and she was signed off for two years and not to be assessed until after 4th October 2015. She was seen by a Psychiatrist and then referred to a clinical Psychologist for an assessment.

Who did this affect? Eg: an individual, a family, a community, other?

Service user	x	Family		Carers		Community		Other	
Professional (Health)		Professional (Social Care)		Professional (Other)		Provider Organisation			

If Service users, please give client group:

PSD	x	MH		PLD		OP / Frail		Dementia	
Drugs / Alcohol		Other							

Did you get any feedback? If so, what was it?

Notable Quote(s) in relation to evidence submitted

Information we collect could be used for the purpose of surveys or feedback primarily within the service. Any case studies published will be anonymised.

Consent to share information (please obtain this where possible from any individual/representative):

I am happy for this information and any quotes to be shared for the purpose of surveys and feedback on my opinions on how Adult Social Care Services has made a difference to me.

Date consent given: Name:

I am willing to be contacted for further feedback / Interviews in the future (Please tick ✓): YES NO

Please email your completed form along with your performance forms to: scmonitoring@surreycc.gov.uk

Office Use Only

Unique ID (allocated from Case Studies Database):

Input onto Case Studies Database: Yes No Date input onto Database:

Case Study turned into a story: Yes No File Name:

Category Allocation: Prevention Personalisation Plurality & Partnership
Protection Productivity People

Service Areas covered by case study

12

This page is intentionally left blank