

Family, Friends and Community Support

Case Studies

Below are case studies of 'family, friends and community support' in action. The examples have been grouped into three categories as follows:

- People with physical disabilities
- People with learning disabilities
- Other

People with physical disabilities

Example 1– Mole Valley

JM is a 67 year old lady with a moderate learning difficulty. She had a RAS of £110 a week. Her needs included support to access church and social activities and help with managing her affairs and budgeting.

The social care worker considered putting in five hours support at a cost of £100 a week. The support broker met with JM and referred her to the Older People's outreach worker employed by her local Church in Ashted. This worker will provide JM with ongoing support with her correspondence, budgeting and will also support her to attend the Church and its regular luncheon club for older people. The Church also runs groups for people with learning difficulties that she may be interested in. I contacted the minister from JM's previous Church in Epsom (Methodist) to assure myself and JM that attending an Anglican Church wouldn't cause any conflict of interest with her Christian faith. The minister was more than happy about this and will continue to visit her at home for communion.

The support broker will review how things are going in a few months. The cost to social care at this point is nil.

Example 2 – Woking

While on duty when we received a referral from a GP requesting a package of care for a lady diagnosed with cancer who had been fitted with a temporary peg feed. This lady was extremely independent until she fell and broke her wrist and not able to load the liquid feed into the syringe.

I contacted the local church, who were happy to help and now she gets a daily visit at 3pm that provides her with the support she needs. She also enjoys the company as they stay and have a chat!

Example 3 – Mole Valley

KJ is a 45 year old man who is a wheelchair user. He was seeking a wheelchair taxi to attend a local Conquest Art group. The support broker accompanied him to the group to assess a safe way for him to get there in his electric wheelchair. Crossing roads was his main issue as he had a couple of fairly busy roads to cross.

The support broker referred him to Remap. Remap constructed and also fitted a collapsible flat pole to his wheelchair with a pennant on the top to make him more visible when crossing roads. They only charged for the materials that KJ was happy to pay himself at a cost of around £40.

KJ now feels more confident to go out in his wheelchair and when crossing roads. He is now able to access the Conquest Art Group independently and with confidence and at no cost to Adult Social Care.

Example 4 – Runnymede

We have obtained agreement from the Lions charity to provide 50% funding contribution towards the purchase of high quality sofa for young woman with severe physical disability

Also Lions have agreed funding contribution towards the initial deposit required on family vehicle for a young disabled man with a young family. Although he pays for the vehicle lease through motability with his DLA, he needed a larger vehicle so that the whole family could go out together.

Grassroots have been introduced to a few service users to complete gardening tasks. This has the twofold advantage of providing those attending the Grassroots community project with valuable gardening and social skills, and also reduces the personal budget expenditure on gardening for the service users, as the service to the community is voluntary. As part of this service, Grassroots have offered to plant out raised flower beds at one of the supported living homes in Spelthorne to provide a pleasant area for service user TH and other residents there.

People with learning disabilities

Example 1 – Elmbridge

T is a 21-year-old lady who is on the autistic spectrum and lives at home with her parents. She is a selective mute with learning disability and very vulnerable if unsupported as she has limited road safety skills and is easily taken advantage of. She was assessed as needing support to keep safe, support at work and access in the community. Her RAS was £585pw.

The following plan has been submitted and authorised:

- Work Support - Agency to provide fifteen hours to get her to and from work with support at work, including transport costs previously funded through SCC for £189.75pw. We have applied to Access to Work to cover this cost and are awaiting the outcome of the application.
- Office Project and transport - gaining further skills through an EmployAbility run project (£54pw) - transport would have cost £60pw. It was important that transport was safe and familiar so we arranged for an Agency to provide safe transport there and back for £32.85pw.
- Total of five hours from agency support for accessing the community safely and interaction with others. The support/activity and transport costs would have cost £130 per week, however we negotiated some of the activity costs and service user/family agreed to cover £10 of session her self; taking into account lower DLA of £21pw = £99pw.

IWB: £585

Would have cost: £416.84

Could have cost (if Access to Work was successful): £196.09pw - but as Access to Work refused as X was already in work when application was made.

Final Cost = £358.69

Example 2 – Woking

I introduced a young lady with a learning disability to Grassroots Project Egham, which she now attends four days a week and enjoys very much. Previously she was encouraged to attend endless Adult Education Classes which I think she felt was her only option.

Giving her both choices, she made the definite decision to attend Grassroots. Although it is not a free service, it's good value for money at a cost of £10 per hour and includes free transport from Woking to Egham that also includes day trips.

Example 3 – Elmbridge

X is a 28 year old lady with Down's Syndrome and lives with her father who is her full-time, main carer. She is new to the area and so unaware of what facilities and activities are available. She is very dependent on her father and cannot go anywhere without him or vice versa. She needs activities to gain independence skills and enable her father to get a break. She can be vulnerable to those who may wish to take advantage of her and there are also risks around fire at home. Her RAS was £250pw.

The following plan has been submitted and authorised:

- Shared Gym membership, day at Horticultural day service, 11 hours of PA support and travel allowance all cost a total of £204.14pw
- DLA mobility was taken into account, saving £21 on transport costs
- PA training and recruitment were not required, but if they were training could have been sourced through Skills for Care Charity at cost of £162 per annum (£3.10pw)
- Respite for 3 weeks, which would amount to £4086 (£78.36pw) was negotiated with a family member and her Auntie said she would do this.
- PA support will alternatively help her to go to free volunteering work and activities which again comes under 'social capital' but is difficult to put value on.

Overall the support plan could have cost up to £285.60pw.

Actual cost is £204.14pw.

Example 1 – Mid Surrey

An assistant practitioner from a Locality team contacted Robert Dyas during the heatwave, to explain the services we provide to local people. The practitioner also asked if they would consider donating some fans so we could help people during the heatwave.

Robert Dyas gave the team four fans for to give to our most at risk people.

Example 2 – Elmbridge

Other successful examples where 'social capital' was achieved includes the purchase of all sorts of equipment such as white goods, furniture likes beds and wardrobes, specialist adaptations for Motability cars (not covered by MotAbility), carpets, cookers and fridge freezers.

However, charities are now becoming wiser to the items and frequency of us applying through them and are starting to deny funding.

Example 3 – Mental Health (East)

A friend of the support broker had just completed an MA in Creative Writing and was interested in the beneficial effects of creative writing for people with Mental Health problems. She was willing to volunteer her skills and time. The support broker gave her details to the Surrey Librarian who runs a reading group at Brickfield in Epsom.

They got in touch and together set up a creative writing group at Walton library in conjunction with WWAG. The course started in April and ran for ten weeks. It has been so successful it is being continued and on average about 12 people attend. There is no charge for the group, the friend continues to volunteer and Surrey libraries provide the venue.WWAG support by publicising the group.

This page is intentionally left blank