

Annexe 4 - Case Studies highlighting some achievements of our Business Units.

Case Study - 1

Title of Case Study: Personalised communication

Date: 28th August-Ongoing

Business Unit: Short Breaks

Share your experience:

RM is 71 years old with a diagnosis of cerebral palsy, a moderate learning disability, arthritis and is profoundly deaf.

RM was referred to Surrey Choices following a fall at home and a subsequent four-week admission to hospital. While in hospital RM had requested a catheter be fitted as they were having difficulty communicating when to access the bathroom. On leaving hospital the catheter remained.

Over recent months RM has suffered with reoccurring urine infections that are associated with the catheter. These were causing RM pain and discomfort which resulted in low mood. Various discussions had taken place about the removal of the catheter, these had all proven unsuccessful as interim management would be the use of continence wear whilst the bladder strengthened. Due to RM's communication difficulties it had been difficult to ascertain the level of understanding around the need for continence wear. Following any discussion RM refused to entertain the idea explaining "I'm not a baby".

As time has progressed various professionals have assessed RM and have suggested that the catheter be removed. Again this was refused by RM. The team at Surrey Choices continued to work with RM and the Royal Association for the Deaf to find ways to explain the benefits of having the catheter removed. Staff spent many hours drawing pictures, purchasing objects of reference and miming outcomes of the catheter removal. In more recent weeks they purchased a variety of continence wear that were greatly improved and more discreet than those RM had previously seen. After encouragement from the team RM agreed to trial the underwear on a short-term basis.

Following the trial RM agreed to the catheter being removed. RM is now free from pain and discomfort RM's mood has improved greatly.

Challenge:

The challenge during this time was communication and finding ways to make RM fully understand the implications of keeping the catheter and the benefits of having it removed.

Solution:

Partnership working with Community Learning Disabilities Team, the Royal Association for the Deaf and the District Nurse Team.

The team found personalised methods to communicate with RM. They were consistent in their approach and continually thought of new ways to help RM understand the decision to be made.

Impact:

Following the trial of the new continence wear RM requested the catheter be removed. Staff are able to encourage RM to the toilet to help repair the bladder which is also improving mobility as it is now necessary for RM to engage with transfers.

Key learning points:

- Importance of creative communication
- Reporting and recording
- Small consistent efforts
- Partnership working

Any direct quotes/feedback from the individual you worked with:

Thumbs up.

Case Study - 2

Title of Case Study: Step down support

Date: 18 August 2015

Business Unit: Shared Lives

Share your experience:

Surrey Choices short breaks service was contacted by an Adult Social Care Locality Team to provide emergency support for S who had been discharged from hospital and could not return home. Although the short breaks service did not have availability in time, Surrey Choices Shared Lives service found a Carer who was available within 24 hours.

This arrangement was initially for two weeks to allow S to recover and to allow the Locality Team to look for alternative support and accommodation, as returning home was not possible. Finding alternatives has taken longer than expected but the Shared Lives Carer has continued to provide a service to S, so that S has not needed multiple placements or to move into other temporary accommodation. The Shared Lives Carer has worked flexibly and balanced the needs of S and herself to provide the necessary support.

Shared Lives as a model works very well for S, meets needs and S enjoys being supported in a family environment. As a result, we are now working with S to consider Shared Lives as a long term support option.

Challenge:

To develop a wrap around package of support working with the individual, family members, Locality Team, Community Nurses, another provider and Shared Lives Carers to ensure that S had a holistic and integrated package of support in place by the following day.

Shared Lives carer to enable S to be supported by outside agencies coming into her home, and encourage S to access support as required. S had previously declined all support; this was the original cause of self-neglect and hospital admission as S would not engage with support.

Solution:

Ensure S and her views remained central to current and future planning.

We worked in partnership to facilitate a nurse helping with bathing as it was very important to S that a nurse (a person wearing a uniform) was there to help. Following involvement and discussion with S and family, S would like to live with the right Shared Lives family in the long-term.

Impact:

- S has overcome some of the fears which attributed to self neglect such as sleeping in a bed rather than on a sofa, accessing the local community rather than isolation, positive interaction with others, eating balanced healthy meals as opposed to only eating (often expired) packaged foods.
- Improved physical and emotional health and well-being
- Empowering approach adopted, supporting S to be fully involved in all decisions and meetings enabling S to taking ownership and have real choice and control
- Supported to consider and visit other Shared Lives Carers and accommodation options to ensure all information relating to the decision is accessible to S
- A joined up approach and continuity of care so a planned transition can continue onwards ensuring consistency and stability for S in order to maintain the positive outcomes.

Key learning points:

That Shared Lives can offer emergency and step down support type arrangements at very short notice, providing the person with a positive experience of family support and continued support to look for alternatives if appropriate.

Any direct quotes/feedback from the individual you worked with:

- I enjoyed going to the birthday party.
- P (SL Carer) is funny.
- The house is nice and warm.

Case Study - 3

Title of Case Study: Moving from College to work

Date: 28th August-Ongoing

Business Unit: EmployAbility

Share your experience:

H and her friend were moving to Surrey after being away at college for 2 years. H has a learning disability. H was keen to move into their community and have a job but had very little experience. H was interested in catering so attended a 9 month supported internship at the University of Surrey which gave her the chance to try two different environments, a busy cafe and a restaurant with silver service. It was a slow start and H took a while to get used to the work, but it gave her the chance to learn skills in a real work environment to get a taste of what is expected from customers and other work colleagues. Surrey Choices taught her to catch the bus to work from her new home. With a new house in a new community, there was a lot to take on, so it was all taken slowly at the right pace for H. At the end of the internship she decided catering was the right career and she liked working in a cafe. Surrey Choices then found her some work experience at the Sodexo staff canteen in the Nuffield private hospital. It was a friendly environment where she got a chance to build up relationships with your customers. With a good reference from the University she applied for a permanent role and was successful. She now catches the bus to work and is enjoying the independence of her new life.

Challenge:

To enable an individual to be able to make their own choices. It can be hard for people with a Learning disability to make choices without trying things out first. The supported internship was tailored around her existing skills, but gave her the chance to learn new ones at her own pace. It gave her the confidence and skills to go into work experience with the best chance of impressing the employer with her ability to do a paid job. She made the choice of a career based on real knowledge of what would be involved. The supported internship was less pressurised than work experience and it gave her the time to get ready for work. It taught her how to work as a team and the pace of work to be expected.

Solution:

We worked closely with her social work team (Hampshire CC) who were moving her away from the family home to her chosen place to live in Guildford, Surrey. Working together we were able to address all aspects of her new life, from housing, friendship groups, social activity, accessing the community and her job. H and her friend were involved in all the decision making and her family were supportive of their choices.

Impact:

Her job is in her local community, all the staff know H and she enjoys friendly banter with them. As the role is within a hospital she is also aware of the wider hospital staff and patients. She has learnt appropriate behaviours and how to work with a wide range of people. She has also learnt some catering skills she can use to help her eat and prepare healthy food. Without a job she would lack structure in her week and something to be proud about.

Case Study - 4

Title of Case Study: Customer support to get their Art Diploma

Date: 18/02/2016

Business Unit: Nexus, Sunbury

Share your experience:

Customer A, who had been involved in a road traffic accident, showed exceptional talent in the art class at Nexus. A went on to show work at various art exhibitions that were held internally and externally, even selling pictures. A was encouraged by staff at Nexus to further A's skills and love of Art by attending college.

Challenge:

To enable the customer to complete a City and Guilds Functional Skills Qualification in English at level 1 to be able in the future to attend Art College to begin an Art diploma.

Solution:

The Art Tutor at Nexus taught the customer different art techniques

A also had 1:1 tuition from Learning Links at Nexus, organised by Surrey Choices.

A has short term memory as a result of brain injury so it was really important that A work on a 1:1 basis and in a quiet environment.

Impact:

A began tuition and support on 17th July 2015 and passed 4 modules and was awarded the City and Guilds Functional Skills Qualification on 1st October 2015.

A has gained a huge amount of confidence, which will enable A to move to Level 2 English.

Key learning points:

With the right support and encouragement our customers can achieve their goals and dreams.

Any direct quotes/feedback from the individual you worked with:

"I didn't think that the 1:1 support would help but it has been really good and I now want to go on to do my Level 2 English."

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