



Bassetlaw

ACTION

Centre



CASE STUDY – HOME SUPPORT SERVICE

December 2020

- ✓ **New Home**
- ✓ **Financial support**
- ✓ **Assisted shopping & cleaning**
- ✓ **Correspondence support**
- ✓ **Keeping healthy**

“Sue sorts everything for me; I don't have to worry about a thing, she really looks after me”



Background

Mr D was referred to Home Support 2 years ago via his Social Worker. He lived alone in a 3 bed Council property in Worksop. Mr D had very little to call his own and was not taking care of himself. Mr D was drinking heavily and had significant memory problems. He struggled to recognise what day it is or have any idea of time. He had been financially abused and was no longer able to take care of his own finances.

How could the Home Support Service help?

Home Support Assessment

An initial assessment was provided in liaison with Mr D's Social Worker to discuss the service needs and agree the amount and length of each service. It was agreed that Mr D would have 3 services per week. 1.5 hours for shopping and 2 x 1 hours services for cleaning and correspondence support.

Financial support

Nottinghamshire County Council became Mr D's Deputy and issued us a payment card to be used weekly for shopping. There is a budget to work to and we can request further funds to be added for any additional purchases he requires.

Assisted shopping & cleaning

We were tasked with buying Mr D's groceries, alcohol (he had a dependency) and tobacco from a set amount each week. Mr D had some debt when he first became a client and so his budget for these items was small.

His worker has become familiar with Mr D's likes and dislikes and she has been able to buy everything within budget. We spaced Mr D's services throughout the week and as we keep



the same worker with each client she has been able to reduce the amount of alcohol Mr D had access to at each visit. This has reduced his dependency and overall alcohol consumption significantly. He is also eating a much better diet now. This support is ongoing.

Correspondence

The Home Support worker checks Mr D's mail at each visit and deals with any day to day appointments. Any correspondence that is financial is raised with the Home Support Manger who then liaises with Nottinghamshire County Council to resolve the issue. This support is ongoing.



New Home

Mr D was living in a 3 bed Council Property. He had very little furniture and possessions, what he did have were not in good repair. We referred Mr D to our Housing Choice service that assisted him to apply and bid for Sheltered Accommodation. Once a property was found the Home Support service assisted Mr D to move into his new home and purchase new furniture and household items to make him as comfortable as possible. His support worker makes buying items as inclusive as possible by showing Mr D the items online if the store has a website or by sourcing items instore and taking photographs prior to purchase to ensure he likes the products and he is happy for her to purchase them as he does not go out.



Keeping Healthy

Mr D was not really taking care of himself when he first became a client. His Home Support worker prompts him to wash and change his clothes and purchases any clothing or footwear that he needs. Now that Mr D is drinking less he has become more talkative and is starting to take more of an interest in his appearance. He asked us to get his eyes tested and sort out new glasses, he needed his toenails clipping and was desperate for a shave and haircut. We arranged for an optician to visit who sorted out his glasses and he now has ongoing Chiropody and Hairdresser appointments in his home.

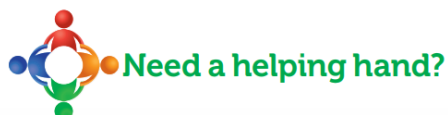


What does Mr D think of the service he receives?

"Sue sorts everything for me; I don't have to worry about a thing, she really looks after me"

"I feel so much better now the Chiropodist comes; my feet were so painful before, I couldn't even get my shoes on"

"It's really handy to have my new sofa when someone else comes, I have somewhere for them to sit; it's nice and comfy"



Do you need help in the home? Could the Home Support Service help you?

Each client receives a home visit to establish their individual needs and agree a tailored support package. Regular visits are booked in advance and can be made on a weekly, fortnightly or 4 weekly basis. Charges do apply.

For more information please contact:

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