

# Changing Futures

Stoke-on-Trent

## Case Study: 9-12 Week Model

### Background

Customer A lives alone with an unstable relationship with his only relative his Son who lives locally, customer A lost his dog of 18years around 6 months earlier June 2024, Following this Customer A declined within his mental health and began to drink daily, he did not prepare meals leading to him losing a significant amount of weight and became Fraile and his mobility reduced, Customer A felt lonely, isolated and 'gave up' he would not shower, use the bathroom or eat, he would state he was waiting to join his dog, Customer A neglected himself and his home throughout this time frame.

Customer A had no hope for the future and self reported to feel helpless.

### Barriers Identified

Customer A had no self-worth, self-confidence and was very down on life he felt unworthy of help, and felt accepting help was failing.

### Outputs

I introduced myself to Customer A and explained my role as a case coordinator for Changing Futures and that I would be supporting his for 9 – 12 weeks. Customer A and I spent time getting to know each other, I would attend regular a couple of times per week building a trusting relation with Customer A, I would prepare hot drinks and food during my time with Customer A and he began to enjoy the company. I was able to utilize the personal budgets that Changing Futures have and organised cleaners to clean his home and used the budget for new carpets to be fitted to give him a sense of pride within his home. Given how frail customer A had become, adaptations to make life easier for him were bought to regain some independence i.e. 1 cup kettle and a perching stool.

Customer A was not taking his medications as prescribed and had a fridge and cupboard full of out of date medicine. The GP was contacted and home visit arranged, general health check and bloods carried out and blister packs for medication requested, all old medication removed and returned to pharmacy, Customer A now had weekly blister packs per month and regular home visits from the GP arranged.

Customer A and I spoke about getting day to day help in around the house to enable him to go shopping, he reported to have fell during his last outing to the shop and had not left the house for over 18months and has lost all confidence to do this. I asked if he would like to go out, confirmed he would, myself and another staff member attended and took customer A to Tesco and completed a shop, I pushed the wheelchair as he filled his trolley, he spent 2 hours around Tesco and his mood was uplifted significantly, he asked to go for lunch following this however it was arranged to go for lunch the week after, confirmed he was happy with this. We discussed expert citizens which Customer A allowed me to refer him to for support and discussion with Social worker and Customer A accepted. After a care act assessment was completed – eligible care and support needs were identified and a care package was put into place, care staff 4x per day to help with meals and maintaining his home.

Customer A met myself and expert citizens for lunch again he thoroughly enjoyed this, Customer A regained some confidence and self worth.

## **Outcomes**

Customer A regained a habitable home, and re introduced a healthy diet and eating regular rebuilding strength, he used his aids provided to make life easier, Customer A is able to manage his medications effectively also improving his mental and physical health.

Customer A is able to maintain the above with support from care staff, he has a sense of self worth and purpose and is accessing the community with care staff and expert citizens regularly.

Customer A is much happier within his life and from loosing all hope has regained purpose.

Throughout my involvement with Customer A, I used a person centred approach and focused upon his wants and needs throughout my time of support. This gave Customer A a sense and being heard and listened to.

## **Impact**

Trust and hope was a huge barrier, Customer A had lost all hope however gaining the Trust of Customer A and given him some hope lead him to feel more at ease and worthy of help, displaying change was possible and small steps to make changes over time was proven to be a success. Having a personal budget to fund essentials such as carpet and house clean up had a huge positive impact.