**Case study exercise for learners**

**Barriers to choice and control**

Mrs A is an 80-year-old lady, originally from Germany, who has been living in Wales for the last 30 years. She has two daughters but they have moved back to Germany. Mrs A's husband died a few years ago so she has been living alone. Her health has deteriorated in the last couple of years and she has had three falls at home and her memory is starting to fail her.

Mrs A has been admitted to hospital following her last fall. She was found by a concerned neighbour. Mrs A had fallen and been unable to get up, so she had been lying on the floor all night. She was cold and scared, and was worried about having another fall and what will happen to her.

Mrs A moved to a community hospital to have rehabilitation before a decision was made where she should live. Mrs A was struggling with her memory and understanding the terminology that the social worker and the nursing staff were using. She was not involved in meetings about her support and her future. A decision was made that Mrs A needed to go into a residential home. Mrs A didn't want that but she felt unable to speak up for herself, she didn't understand what her rights were, she struggled to express her wishes, and she was reluctant to ask for something different as she thought the staff knew what was best for her.

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|  | **What are the barriers to prevent Mrs A from exercising her right to choice and control?** |
| **1** | **Physical barriers:** |
| **2** | **Emotional barriers:** |
| **3** | **Attitudinal barriers:** |
|  | **How could an advocate help in this situation?** |