**Handout: Practice scenario**

You are a report-taker at social services.

Over the past two weeks you have received three reports that appear to be about the same person, Mrs Dilys Jones, a pensioner.

**Report 1: From Elizabeth Smyth, district nurse**

I’ve never met any of her family. She’s lived alone (a widow) since I joined the local practice (three years now). I visit her when her leg needs dressing but not very frequently. She takes good care of herself.

The last few times I visited, although she’d requested a visit, she told me she didn’t need me after all. I offered to check but Dilys was adamant that I should go to see someone who needed me. She spoke through a crack in the door, as if she didn’t want me to see inside. That’s not like her at all. As I was leaving, I heard a loud male voice shouting at Dilys, and then the door slammed before I could ask what was happening. I’d tried really hard to get inside and kept her talking for quite a while. Someone didn’t like this.

**Report 2: From Graham Brooks, next-door neighbour**

I mow her lawn and trim the rose bushes for her, about every two weeks. There’s no-one else who lives with Dilys, she lost her husband about 15 years ago. She has three grown-up children, her daughter visits at Christmas and on her birthday, and one son pops up now and again. I think the other son lives abroad. There are some grandchildren but there’s only one, possibly the eldest of them, that I’ve seen with any regularity. I think he did some decorating for her back in the spring. I remember she said he’s asked for payment and she thought it was a lot for the work he did.

The grandson has been back quite a few times recently. I’ve heard raised voices and the door being slammed. Once I found Dilys in tears after his visit. Dilys didn’t say anything directly but I think her grandson is demanding more money from her.

**Report 3: From Katherine Hopwood, Age Cymru support worker**

Dilys lives alone. She has irregular visits from most family members and is well supported by her local community.

Dilys has a grandson who did some decorating work for her last spring. He wanted a large payment for doing the work. Dilys thought it was too much, but she paid him anyway as he had done about half the work by the time he told her a price and she wanted the work to be finished.

The same grandson, I believe his name to be Michael, Michael Benson or Bentley, has been back several times demanding more money from Dilys. She told me that she couldn’t afford to pay for some of the little trips out that we offer to our members. He’s leaving her short and she daren’t not have money to give him when he calls. He is loud and threatening and she is very frightened of him.

Our financial abuse team are offering support to Dilys, and we will look at target-hardening techniques. We have offered to phone the police. but Dilys is reluctant to do that. Her grandson has only just left college and she doesn’t want him to get a criminal record.

Dilys sees very little of her immediate family and she is worried that if she “makes any fuss” she will lose the contact that she does have with them.

**What do you think about each report? What are the pros/cons of each one?
How well do they follow the guidelines for what should be included in a report?**

**Taken individually, what kind of response do you think each would get and why?
Taken collectively, what kind of response do you think should happen and why?**