**SOCIAL SERVICES AND WELL-BEING (WALES) ACT**

**CASE STUDY**

**Deryn**

1. Tell me a bit about yourself

I am Deryn, 82 years old and I am very forgetful these days because I have the beginnings of Dementia. I have three children, five grandchildren and three great-grandchildren. My husband died four years ago from a heart-attack. I miss him very much. We had been married for 55 years. It does get lonely on my own. I live in the house we lived in for 30 years, around the corner from one of my daughters. I don’t get out much but I have my cat Molly for company and I still enjoy painting which keeps me busy.

1. Tell me a bit about what’s been happening?

I have been struggling to get myself washed and dressed, and so my daughter pops in every morning and evening to help me. I can’t get out to do my shopping so I give my daughter a list every couple of days and she picks up what I need. My daughter also brings me leftovers from their family meal and heats it up for me so that I have a hot meal most days.

1. What concerns you most?

I am worried how much strain it is putting on my daughter and I don’t want to be a burden. That said I don’t want to go into a home and lose what little independence I have left.

1. Can we spend a little time exploring what matters to you?

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| **National Outcome framework** | **What matters to me?** |
| Well-being | Knowing my children and grand-children are safe and happy  Knowing my cat is safe and happy  Feeling safe and happy myself |
| Physical and mental health and emotional well-being | I would like more opportunities to see people because I am lonely  I would like a bath every day  I would like a hot meal every day |
| Protection from abuse and neglect |  |
| Education, training and recreation | I would like to paint with other people rather than always on my own at home |
| Domestic, family and personal relationships | I want to live close to my family, especially my daughter  I don’t want my daughter to have to keep helping me with washing, dressing, cooking and shopping because it is putting a strain on our relationship and I don’t want to be a burden |
| Contribution made to society | I could show others, especially children, the basics of painting |
| Securing rights and entitlements |  |
| Social and economic well-being |  |
| Suitability of living condition | I want to move to a flat that has no stairs and still be near my daughter  I want my cat to remain living with me |

1. What things prevent you from being able to achieve the things that matter to you?

* I can’t drive or use the buses anymore because I get confused which is a bit scary
* I don’t know if there are any painting groups I could join. I used to attend one at the college years ago but I’m too old for that now
* My daughter has been looking for a flat but she says there aren’t any and that I may have to move into a care home which I don’t want to do

1. Could support help you to achieve the things that matter to you?

* I think some support to bath, dress, shop and cook would help me to remain in my own home and not move into a care home.
* I can’t get out without someone taking me. So if someone could take me that would really help.
* I think me and my daughter need to talk to someone about where I could live in the future.

1. What are the risks if you are unable to achieve the things that matter to you?

* I become more and more isolated
* I become more and more dependent on my family
* I lose what independence I do have

1. What skills and strengths do you have that will help you achieve the things that matter to you?

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| Internal strengths | I am stubborn and I know what I want |
| People who give me strength | My family, especially my daughter Gwen and my granddaughter Ann  My neighbour Sharon |
| Things I am proud of | I was married for 55 years and I have a beautiful family  I chaired the local Women’s Institute for 5 years |
| Any other strengths | My cat Molly and my faith in God |

1. What skills, capacity and support do you think your friends and family have to offer that might help you achieve the things that matter to you? (E.g. do you share any common interests)

* My daughter Gwen is willing to help me shop and cook but she can’t keep helping me to wash and dress every day as it is interfering with her work.
* My granddaughter is doing art at college and there is an early evening class we could do together but she doesn’t drive so I can’t get there.
* Sharon goes to church and would accompany me but she doesn’t drive either.

1. What skills, capacity and support do you think the community has that could help you achieve the things that matter to you?

* The church offers a pick up and drop off service for people in my position so I am going to try it. Sharon is going to come with me to start with.

1. Are the skills, support and capacity available sufficient to enable you to achieve the things that matter to you?

* No, I need support to wash and dress in the mornings and evenings
* My granddaughter would like to go with me to the art class but she doesn’t drive and neither of us can afford a taxi

1. Eligibility Determination

* Eligible for care and support to help you get washed and dressed in the morning and evening. Note that Deryn should be asked if she wants to arrange this herself or with help using a direct payment so that she gets to know the support worker and knows who is coming, which will be important to her in the future as her dementia progresses
* Needs information and advice about housing options
* Needs a direct payment to pay for the taxi to get you and your granddaughter to an art class once a week