

Appendix 'A'

Case Study:

Client: Jean **Age:** 88

Appointment type: Home Visit

Referral Route: GP Paramedic Practitioner

Reason for Referral: Improving Emotional Wellbeing, Maintaining Independent Living & Improving Social Contact.

Circumstances: Dementia diagnosis. Son (Chris) present at appointments. Jean's social interaction was very limited, and Chris was visiting every day to help take her out, cook and clean. Chris was starting to feel the pressure of needing to visit Jean every day.

Signposted/Referrals Made:

- Dementia First Day Centre
- Westway Community Centre - Action for Carers
- Brambles Day Centre
- Crossroads
- Adult Social Care - Carers Assessment
- Provided 'Staying Steady' booklet
- Dementia UK
- Mary Frances Trust: Unpaid Adult Carers Support Group (online)
- Surrey Care Services Directory

Outcome:

Jean is now attending Brambles every Monday and attends Dementia First on Tuesdays. Crossroads are due to start visiting every Thursday for 3 hours for 10 weeks. Jean also now has carers visiting twice a day to help with meal preparation. This has enabled Chris to have more free time to look after his own needs as well as continuing to support his mum. He has been given a 'Carers Grant' from the GP and is going to use this to go away for the weekend with a friend. Chris is also attending a carers support group which he is finding very helpful and has the Surrey Care Services Directory if the time comes where Jean needs any further support, such as 'live in' carers.

Partner and Customer Feedback Quotes

Partner Satisfaction Quotes:

“The service makes a huge contribution to preventing residents developing higher level health and care needs. Without that support, residents with low or moderate needs are likely to decline.”

“I believe that Wellbeing is an important service for the community within Tandridge. It provides information and help that residents may not otherwise get. This is especially vital for the elderly/housebound community. A lot of our referrals into befriending come from the Wellbeing team and without it we would not be able to provide them with the human connection that they are desperately needing.”

“East Surrey cannot afford to lose this service as both patients and practices find it invaluable”.

Client Feedback Quotes:

“This service is a necessity for the community!”.

“My advisor was very attentive and clearly explained all of the options. I felt that they were informative, empathetic – exactly what I needed. Thank you for all of your support! Sometimes people just need to know what is available out there to know how they can find a way out of their situation. I am so grateful!”

“The service provided was exemplary, providing help, guidance, practical advice, and reassurance. You felt you were being listened to and understood. I would highly recommend the service provided to anyone in my circumstances. Thank you”

“I found the whole experience of this service to be most helpful, it helped me to evaluate my day to day life, putting in place lots of ways of handling stressful times. When I was offered this excellent service, I was apprehensive, but cannot thank you all enough to give me this chance to look at things in a much more positive way”.