

The Carers Service assessment identified:

Carer had recently left her job to care full time for her parents. Her dad is a double amputee and suffers with a heart condition as well as diabetes. The Carer and her mum undertake all dad's personal care as well as moving and handling. Dad can't get up the stairs so is living downstairs - he gets quite emotional at times due to the pressure he feels he puts on his family.

Carer's mum is elderly and not in the best of health herself. Carer wonders how she will cope with two very poorly parents.

Since leaving her job she is in rent arrears and been given notice of eviction. She has not eaten properly for days. She feels this is all impacting upon her own physical and mental health and says she really needs help now and doesn't know what to do.

Co-ordinated support offered the carers service:

Our first priority was to issue Foodbank vouchers to the carer as she had no money to buy food.

The carer was then referred to our benefits advisor who would make sure she was in receipt of the correct financial advice and help to see if she was entitled to any further benefits

OUTCOME - *At that initial time carer was awarded £23 per month extra, of which, the housing organisation agreed to stop the eviction as long as she paid this money alongside normal rent.*

Dad and mum were referred for a Social Services Assessment so that their situation and needs could be assessed

OUTCOME - *The family were assessed, and resulted in them being awarded a number of hours care a week (paid via a direct payment by social services - this is a monetary amount of which they could pay for somebody to come in to help them) - the family utilised these monies to pay their daughter for some of the hours, of which, then provided the daughter with a wage again.*

A referral was made for an Occupational Health Assessment to make sure she and her mum had the correct equipment to assist the father in regards to lifting and handling

OUTCOME - *Family were provided with a host of equipment that resulted in her and her mum no longer having to do all the physical moving and handling of her dad. It also resulted in dad not feeling as dependent and helpless.*

Due to the overwhelming stress at this time, and to ensure that the Carer remains physically and mentally well in the future, she was advised of all the services, support and activities that the carers service offer as well as what is available with the local community.

A "Carers Respite Grant" was also offered and accepted so that she could have a well-deserved break once a care package was put in place.

Overall outcomes for the carer: - The Carer said that visiting the carer's service has changed her life and she feels like a different person. She could not see a way out her situation when she first arrived at the service, but now feels that all individuals within the family have got the support that they need it has had such a positive impact to the family as a whole. The Carer said, "the best way to explain it is that both me and dad used to cry every day but have now not cried for weeks". *The carer was advised that our door is always open and not to let things reach a crisis point before contacting us if she needs support*

What could have happened without the Carers Service support?

- Carer may have had to claim Income Support if she had no job.
- Carer would have been evicted and possibly homeless
- Mother may have hurt herself lifting the father and needed hospital treatment herself
- If the Carer had not moved in or got the support and equipment she and the family needed, there was a strong possibility that social services would have had to provide an extensive and costly care package or even full time residential care.
- The Carer was visiting her GP regularly due to anxiety and depression linked to her situation. Now the carer feels supported her health has improved and she no longer feel she needs support from health services.

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