

Case Study Mental Health

The Service User

Beverley* is a 69 year old divorcee who lives alone in her own home. Beverley was sectioned in 2000 following the death of her father and was later diagnosed with bi-polar affective disorder during an admission to hospital in 2001.

Strand Nurses Bureau was requested to assist Beverley after she had a fall and sustained a minor head injury. Beverley's social worker approached Strand Nurses Bureau to request a Support Worker to support Beverley in her own home.

The Requirement

As Beverley is agoraphobic she requires assistance when attending appointments with her Mental Health Specialist. She also has arthritis in her hands and needs assistance to ensure that her nutritional needs are met and also to provide support with personal care.

A meeting was arranged with Beverley and Strand Nurses Bureau's care assessor. During this meeting the Strand Nurses Bureau explained the services available to Beverley and choices were given in accordance with the social service team agreement. Upon completion it was agreed between all parties that an hourly visit service would be the most suitable option to meet Beverley's healthcare requirements.

A full care needs assessment was undertaken, taking all of Beverley's needs and choices into account. A number of appropriate Support Workers were identified by Strand Nurses Bureau and a 'meet and greet' was arranged with Beverley so that she could choose the Support Worker that she felt most comfortable with. This was difficult due to Beverley's agoraphobia but a Strand Nurses Bureau Registered Nurse Advisor, who is a trained Mental Health Nurse, was able to assist Beverley with these meet and greet sessions.

Following this meeting, Beverley selected her care Support Worker and her care package commenced.

The Outcome

The Strand Nurses Bureau Support Worker ensures that Beverley can continue living independently by visiting her four times a day to ensure her safety, assist with medication administration, complete her shopping and assist with nutritional needs by preparing meals and drinks.

A year later and Beverley has not been re-hospitalised since Strand Nurses Bureau's care service started. Her health has improved along with her nutritional status. Prescribed medication is collected according to the instructions from her Doctor and our care Support Worker ensures that this is administered correctly and on time.

With continued support to Beverley she is able to continue living independently in her own home as she chooses. Beverley's Social Worker is reassured by Strand Nurses Bureau's service that the risk of hospitalisation has been reduced and that all of her health needs are being managed.

**Service user's name has been changed for data protection reasons.*