



Case Studies

1. A 74 year-old lady who lived in the Blaby area of Leicestershire was referred to the team by a Community Advice Worker. Once she was under the care of First Contact the patient was referred to several services, including the NHS Falls Clinic where she was assessed to attend the falls programme. The service user was then contacted by Hearing Services and was given a TV loop, a personal listening device, a flashing doorbell and an adapted smoke alarm.

A number of other issues were identified which led to Age UK sending information about their domestic services, and the patient was also sent information regarding the Community Action Partnership and local group contacts. In addition, Papworth Trust carried out a check of the lady's home, which resulted in a new central heating programmer and a room thermostat as there were no curtains in the main bedroom.

All of these measures were put in place as the result of integrated working between services, and will allow the patient to remain living independently for a longer period of time.

2. An electronic self-referral form was received from Mrs A in June 2017 via the website after being signposted there by her doctor.

Mrs A is 67 and lives in North West Leicestershire and stated on the self-referral form that she was the main carer for her husband who had recently been diagnosed with Alzheimer's disease and vascular dementia. Mrs A had uncontrolled type 2 diabetes, kidney failure and was on haemodialysis three times a week. Mrs A was concerned about her overall health, having put weight on recently, and wanted to look at possible ways to make her lifestyle healthier and combat her recent anxiety.

Below are the areas discussed and the actions taken:

- **Healthy Weight:** Discussed the programmes available through Leicestershire Nutrition Dietetic Service but Mrs A had already attended them. Stated she did very well whilst on the programmes but couldn't keep it up once the programmes finished because she didn't have time to think about or plan meals. Signposted to the Change4Life meal planner which she thought would help her to make better meal choices without taking up too much time.
- **Mental Health:** Discussed Mrs A's anxiety, she is already on waiting list for Let's Talk Wellbeing and has had telephone befriending from Voluntary Action South Leicestershire (VASL) carers support. The issue was that for telephone befriending it had to be at a prearranged time and often this was not convenient because of hospital appointments and the unpredictable nature of Mrs A's husband's mood. Mrs A stated she does get very lonely but it is difficult to have fixed appointments or go out to groups. Signposted to Silverline, a free 24/7 befriending telephone service that Mrs A could call whenever was convenient for her.
- **Carer Support:** Mrs A was already in contact with VASL carers support and has had a carers' assessment from Adult Social Care. In receipt of carers one off payment which pays for cleaning support in the property. Husband's Alzheimer's diagnosis is recent and Mrs A stated they have had no support with this. Signposted to Alzheimer's Society for support groups, befriending and advice.
- **Benefits:** Mrs A and husband are in receipt of Attendance Allowance. No concerns with finances.
- **Other Issues:** Mrs G mentioned feeling guilty as she is no longer able to walk their dog. Signposted to Cinnamon Trust for assistance with dog walking.