Mr & Mrs P

Case allocated on 9th August for review.

Care package at that time consisted of two calls for Mr P at a cost of £36 per week for cleaning and checking. £84.52 per week for two calls for Mrs P for shopping and collecting money from the bank. As well as taking them to a cafe for some lunch. Mr & Mrs P were both attending college on Fridays. They were enrolled on a craft course. They would use Ring and Ride to access this or sometimes the bus.

Early on Mrs P had expressed a wish to manage her own finances. At that time the Council had Appointeeship over Mrs P's finances meaning that her income was paid into an account on Mrs P's behalf and she had to collect the money each week from the Banking Hall, with a carer.

A piece of work was done with Mr and Mrs P to ensure they understood the importance of managing a bank account/ money and remembering and keeping PIN numbers secret. They were able to demonstrate capacity to manage all of the above. Discussions with Mr & Mrs P revealed that they both wanted to complete their own shopping together - previously the carers would sometimes take Mrs P and sometimes they go without her. Mr & Mrs P were both unhappy about this and said that the carers sometimes didn’t get the right food because they both have Weight Watcher food. This was explored with Mr & Mrs P and they reported that they had joined their local Weight Watcher groups where they attended once a week to get weighed, they showed their log books/stamps for attending with their weight loss being recorded.

Mr & Mrs P had also expressed a desire to work. At this point it was agreed that Welfare Rights should be involved to review their benefits. The Social Worker and the Welfare Rights Officer assisted Mrs P to open her own bank account. The Social Worker had the Appointeeship reversed to allow Mrs P to manage her own money independently.  The Welfare Rights Officer supported and also resolved issues around Mr P’s bus pass.

Once the Bank account was set up the NCO service were invited to get involved in supporting to Mr & Mrs P with shopping independently, collecting money and developing a pictorial calendar in partnership with the Person Centred Planning Team. Keyring were asked to be involved as they had previously worked with Mr & Mrs P prior to their last house. Keyring then offered support with helping Mr & Mrs P to regain their independence with cleaning tasks around the home and helping to sort out paperwork and filing. The Keyring support worker was also able to enrol Mr P onto a wellbeing programme which allowed him access to free Slimming World membership for a limited period of time. As this took place at a new venue the NCO was able to assist with travel training for both Mr & Mrs P. Keyring also booked dental check ups and other wellbeing appointments. With their benefits maximised both Mr & Mrs P now have access to free dental care.

A referral was made to the Council’s positive action scheme for people with a learning disability - Recruitability Plus and jobs were found for both Mr & Mrs P working in local leisure centres for up to 10 hours a week. The Welfare Rights Officer was able to fully facilitate this pathway for Mr & Mrs P, making sure pre-employment checks/documentation was available including CRB checks. Their benefits were also updated and they received support with maintaining contact with Mr P’s sister who lives in Portugal. An NCO was then able to escort Mr & Mrs P to their new places of work to ensure they knew the way.

On the 9th November Mr and Mrs P were invited to share their experiences with social care staff at a staff training event, which they both really enjoyed. At the training event Mr P met a social care colleague from sensory support who spoke of a service user he was supporting who wished to join a fishing group. The service user is deaf and looking to mix socially. Mr P loves fishing and so we agreed to meet as a group and look at options to support each other to go fishing as there are no groups available to join. Later that week another colleague emailed me with a request for a service user he was supporting to also join the group. The service user has severe epilepsy and needs a support worker at all times. We all agreed to meet on 12th March to 'break the ice'.

The NCO and social worker felt that the support with shopping needed to be transferred to Reablement services as it appeared that Mr and Mrs P may need support for longer than anticipated. Reablement were able to get involved and continue with the work that the NCO had started. After just two weeks a call was received from Reablement to advise that Mr and Mrs P have now expressed a wish to go shopping on their own after just 4 weeks support in total. All are happy that they have initiated the move to independence. Reablement had suggested to Mr P that a worker stand and watch them whilst at the shops, but Mr and Mrs P said no, that they wanted to do it alone. The worker agreed to ring them later to see how they got on. Mrs P is now able to independently remember her pin number for her bank card.

More recently Mr & Mrs P have been given their start dates for their jobs;
Wednesday 12-4pm and Thursday 8-11am Mr P
Tuesday and Thursday 10:30am – 1:30am Mrs P
Reablement have since called Mr and Mrs P and they reported that they are getting on great. Reablement have now agreed to complete an exit review with Mr and Mrs P, at which point they will withdraw if all is well.

Mr and Mrs P have been approached to share their story with an organisation (Ambrey Associates) who are supporting the Council with honing the reablement pathway and they are both very excited about this. Ambrey Associates will be publishing their story.

Mrs P is enjoying her job and is receiving support to settle in via Recruitability Plus staff.

Keyring are now the only agency to remain involved and support on Wednesdays each week with accessing their wages. They are looking forward to going on holiday to Portugal to see Mr P’s Sister.

Mr P has also been introduced to another service user who enjoys fishing. Workers from a number of teams we able to bring three service users together with a common interest to start a fishing group. This is now set up and the social worker will support Mr P to a meeting with them on 30th April, after which they will continue their fishing group on their own.

There have been issues with Mr P’s work placement which is being addressed with support from Recruitability Plus and Keyring.

There are now no commissioned services being used for either Mr & Mrs P.