



Case Study; Helping the family care for Sandra



Sandra* is a 62 year old lady who has Motor Neurone disease. She lives alone as her husband recently passed away however she does have family and friends who visit and stay the night with her when required.

Sandra requires assistance her with personal care, taking a shower once a day, light housework, and also someone who can provide her with some companionship in the house and on outings.

Having previously been cared for by another nursing agency, Sandra was unhappy with the service that she was being provided. Her care assistant was unreliable and the agency often sent other care assistants who she was not familiar with.

From hearing about Advantage Healthcare through a friend, Sandra contacted the Portsmouth branch and a client assessment was arranged within 24hrs of her enquiry. A member of staff from branch visited Sandra to discuss the types of care packages that could be offered and her individual care requirements.

A care assistant, trained in meeting the needs of individuals with Motor Neurone Disease, was initially assigned to visit Sandra for 2 nights per week. Sandra was so impressed with the care she was receiving and built up such a good relationship with her carer, that she has now increased the hours to 3 nights per week.

By having this additional support, Sandra is pleased that she no longer has to rely on family members to stay with her and her family is reassured she is with a trusted caring agency.

**service users name has been changed for data protection*