

Appendix 1 – Case Studies

Better Outcomes Better Lives Supporting 90-year-old Brian to achieve his goals for independence

Celebrating you
**Billy Hooley &
Sue Pattinson**

“ You saved my life on the day you visited. I had nothing, no food, heating or lighting. All the work you (Billy) and Sue have done to help me has been amazing. I didn't trust Social Services in the past, I can say that I trust you completely now. Thank you. Brian

Brian declined support from Social Services following an assessment in 2021. At the time he was in receipt of informal support from a neighbour. This relationship however had since broken down and Brian was rereferred due to unmet care needs. Brian is 90 years old and visually impaired. He's housebound with impaired mobility (he cannot get downstairs).



Billy tells us: When I first visited Brian, he threw his house keys out of the window for me saying "You've saved my life!" - he had just one tin of beans left to eat. I entered the property and immediately noticed that all the ceiling electrics were down (there was just one lamp). There was no heating, and the hot water tap was jammed on. As a result, the condensation created caused the room, furnishings and Brian's clothes to be very damp. He was living in one, unkept room (not cleaned due to his sensory and mobility issues), and produced a pile of utility bills, debts with gas, electric and water – demanding money - saying they were going to cut him off.

I felt overwhelmed, so used Maslow's Hierarchy of Needs to help me determine where to start. Brian provided a shopping list, and I went to Asda for food. I arranged repairs, a key safe so that other professionals could access the address and made a referral for Crisis Clean. Since then, I've made weekly visits to Brian to complete shopping as an interim measure. We made a longer-term plan to organise his Post Office account, pension and direct debits. Brian understood that some professional support would be required, and I referred him to Care Navigator, Sue.

Sue shares her reflections: Brian is well educated and quite a proud man. He can become fixated on things which created a challenge for me in explaining my role. When I first visited the property, it wasn't in a great state. Brian didn't have a phone and didn't go out - so had no way of contacting people. **Talking to Brian I learnt he loves to listen to the radio.** He declined any referrals for grants or befriending, enjoying his own company. The three referrals he did accept were; a joint visit I did with GroundWorks who fitted light bulbs, tested energy efficiency and provided some winter warmers; an Occupational Therapist (he agreed to a raised toilet seat however declined physiotherapy); and the Sensory Team, who we've asked to conduct an overview assessment to determine whether there is anything additional available that would support Brian to live well, independently. **At Christmas, a local school was putting together presents for people who were alone, so I was pleased to be able to drop round with a gift for Brian.**



Billy continues: It took a bit of chipping away but eventually Brian agreed to a second-hand fridge. Currys were delivering it over the weekend so I informed them about the keys/ access. Once I was able to get through to housing and explain that a letter wouldn't be appropriate for Brian, they made an urgent visit to his property and sorted out the tap and heating. Everything then dried out! I went to the post office to pay bills. It took me four attempts to get through the bank's security but I eventually got him a card and supported him to set up his direct debits and transfer his pension. There was more back and forth, and it took some time but eventually we got sorted and have minimised the amount of formal support required and risk of financial abuse. His care package is for one call per day, and for cleaning, shopping and reading mail. **The property is now clean, heated, lighting is fixed and there's always food in. It's been hours of work, but a positive experience. Brian is very happy in his own little world.**

Manager Orlaith Kelly states: This is a fantastic example of integrated, strengths-based practice and Brian's views, wishes and personality were central throughout professional intervention. It was a pleasure to meet with Sue and Billy and to learn about their experiences working with Brian - thank you Billy and Sue!



Better Outcomes Better Lives Our NEW Adults Early Support Team are supporting people to remain safe & independent at home...

Celebrating you
Natalie Daly

Stanley fell outside his house. An ambulance was called, and he was supported back into bed. GMP were on site and contacted the Adult's Early Support Team (via the Contact Centre) to seek additional support to prevent Stanley's care needs from escalating.

Natalie tells us... I contacted Stanley, explained why I was calling, and we discussed how he was managing in general. Stanley is very independent, and he quickly declined the offer of care support via the Reablement Service. I provided the number of the Contact Centre in case he changed his mind in future. I asked Stanley what the main thing he felt was bothering him and impacting negatively on his wellbeing. He explained that he had suffered a couple of falls and had subsequently been on the floor for long periods of time. I told him about the equipment that was available and the service that could assist, reassuring Stanley that if he was to fall again, someone would come and help him (i.e. a falls detector and the community alarm system). Stanley agreed to this, and I made a referral for an urgent community alarm system installation and made a request for a falls detector.

As we spoke, Stanley mentioned that he had not received any medication deliveries for a few weeks. He said he believed this was due to him refusing to pay for delivery. We discussed changing his pharmacy nomination to one that does not charge for deliveries; he explained that he struggles to hear on the phone so asked if I could support him with organising this.

We discussed shopping tasks and Stanley admitted that he needs regular support with this; I discussed a possible referral to Age UK who could help. He expressed concern about being able to afford this every week so I suggested Age UK could visit fortnightly and complete a shop which would last him two weeks, he then agreed to the referral. At this point Stanley mentioned he hadn't been able to shop for food since his fall. He admitted he was living off soup and cereal - and that he only had two tins of soup left. I told Stanley I could make a referral for an emergency food parcel which would last a few days and then someone from Age UK would visit early the following week to commence shopping support. Age UK Domiciliary Shopping Service agreed to visit Stanley early the following week and also to feedback to ASC if they had any concerns during their visits in respect to self-neglect or signs that Stanley was struggling to cope with managing his activities of daily living. We also discussed a referral to Care Navigators who could support him with accessing befriending support to combat loneliness and promote his wellbeing via social interaction - which he agreed to and to explore be-well referral also.

The early help support I provided addressed his medication deliveries and immediate sustenance needs. The community alarm service and falls detector will promote his safety and minimise the risk of him being on the floor for a long period of time. Most importantly, Stanley did not want "any fuss" and **shared his desire to remain as independent as private as possible and with these early help interventions his immediate needs were met/ going to be met very soon which reduces the risk of his needs for care and support escalating** which would then lead to statutory support being required.



Better Outcomes Better Lives

Supporting Carer Rose for better outcomes and better lives for herself and her friend.

Celebrating you
Sally Osborne



“ Thank you from the bottom of our hearts, two very grateful and happy people. ”

Rose is a carer for her ex-partner Andrew. Andrew has cancer and recently received a diagnosis of dementia.



Assessment Support Worker, Sally tells us... When we spoke, this was the first opportunity Rose had had to discuss how she was doing in her caring role. It was clear to me that Rose is very happy caring for Andrew. She did reveal however that whilst there are a lot of services available for her ex-partner, she sometimes felt like she was on her own. She shared some of the struggles she was experiencing with the cost of living and not being able to get out as much as she would like to. Rose had pawned some of her jewelry so she could buy petrol, as the two of them really enjoyed taking drives in Manchester or further a-field.

We went through various services available to Rose. I signposted her to the carer's benefits calculator Turn2us as well as Help for Households, Citizen's Advice and the benefits advisor at Carers Manchester Contact Point (CMCP). One of the outcomes from our carers assessment is that people can access a one-off payment for themselves, to spend perhaps on days out or pampering. The money Rose received from that she felt was a lifeline. They can now afford petrol and were no longer feeling isolated and alone. Rose also said that she would like to access many of the CMCP groups. I gave Rose a carers emergency contact card. In the event of an emergency, if a person is not able to support the person they care for they can contact MCC and quote the ID on the card who will put support in place until the carer's fit and well again. Rosie said that this was such a relief, just having that knowledge if she needed support, it was there.

Rose fed back... Thank you so much for the newsletter. Already I have seen a few things that interest me, and I intend taking them further. **It's truly a breath of fresh air after you have felt like you're drowning for so long.** I don't mean the caring side of things, it's more that having to change your way of life. **Having access to so much information helps you breathe again.**



I am truly grateful to you, you have done more for us in this short time than anything over the last two years. Thank you to Manchester City Council for providing this lifeline. Two very grateful people here and we are so excited now to have options were as before we had four walls and no hope.

Better Outcomes Better Lives

Alice's persistence pays off and 71-year-old George finally has a home...

Celebrating you
Alice Bates



George has been homeless, on and off, for almost 20 years. He's 71 years old, has no drug or alcohol issues and in recent years, has been sleeping at Manchester Airport, spending his days in St Ann's Square or the Library. Despite attempts, he was distrustful of services and wouldn't engage.

Social Worker, Alice Bates tells us... About six months ago I opened George up as a case for myself. **I tried to more proactively engage with him**, going to find him at the library or in the airport. I tried to tell him the housing options that were available to him, but he'd always just say "I'm sorting it". George has some health problems and was registered with Urban Village, but even when the GP bus was outside the library, he wouldn't go in.

I kept persisting, and finally, a couple of months ago, I bumped into George outside the Town Hall. He said, "Could you help me a bit?"

George's worldly belongings were in one bag-for-life. I went straight Tesco and got him a phone. It wasn't suitable for him to go into homeless accommodation – he'd been before and didn't feel safe there, so I put him in a Travel Lodge for a few days. I then managed to quickly get him into the Over 55's accommodation in Openshaw, in a neighbourhood apartment. It was fully furnished and free for six weeks. **This was overwhelming for him.** For the first time, **he started to open up and trust me.** George told me how he'd been severely sexually abused as a child. He said he'd always lived with his mum but when she passed away, he lost the family home.

A few weeks later I managed to secure a permanent tenancy for George at the same accommodation! I liaised with our homeless charities in Manchester and MCC Welfare Provision and we furnished his apartment with everything he needs - including a brand new fridge and cooker. This has been a huge transition and he's had some ups and downs, but he's now settled and has friends there he likes to have breakfast with.

He rings me every day and keeps saying "Alice, I'm just smiling my head off!" George is also now going to the GP every week to get his health sorted. He's organised his own bills and a bus pass – he's self-caring and loves to cook. **He said he gets in bed every night and just chuckles.** ❤️

Alice's Manager, Ellie Atkins reflects... It takes a special kind of social worker to be able to make a difference in the field of rough sleeping and homelessness. Alice works with some of the most traumatised people in society.

Alice has incredible levels of emotional intelligence, she meets people where they are at, without judgement. This creates the foundations of epistemic trust. This is the gateway for hope and change and positive outcomes, such as George, this is what impacts our citizens to have better outcomes and better lives"

As Alice's manager, her value base and moral compass makes me beam with pride.

