

Appendix A

Lincolnshire Carers Service Case Studies

All names have been changed

Case Study One

The Lincolnshire Carers Service received a referral from another agency. Zoe cares for her son Brett who has learning difficulties and incontinence and her husband Mark who has dementia. Mark was recently admitted to a care home for recovery following a period in hospital.

Zoe has learning difficulties and finds managing the home and tasks challenging. She is unsure about how to manage money and access benefits and needed support with appointments. Her council home was in a poor condition and in her own words “cluttered.”

Zoe has local friends who help her as much as they can, but she was finding it difficult to care for her own health and the home alongside her caring responsibilities. Brett attends a Day Centre giving Zoe some time to get out into the community. She doesn't feel confident to go out with Brett without support from her friends.

Following a face to face carers assessment the following support was provided:

- Repairs reported to Council housing service
- Referral to the Lincolnshire Wellbeing Service
- Help to contact the GP for incontinence advice
- Support to access welfare benefits
- Monitoring and liaison with professionals e.g Social Worker (Adult Social Care).

Case Study Two

Mandy contacted the Lincolnshire Carers Service directly for support in her caring role.

Mandy is a single mum and full-time carer for her teenage son Sam, who has significant support needs and challenging behaviors. Mandy doesn't have any family close by or anyone to support her in her caring role.

Sam attends school during the week. The school are supportive and they also receive Early Years support.

Mandy has autism and is recovering from recent surgery. She felt guilty about seeking support, but needed help to complete an application for welfare benefits and to register her some with a suitable dentist.

An initial telephone conversation with Mandy led to a carers assessment which identified other wellbeing support needs. The following support was provided:

- Liaison with the Early Years Support Worker
- A carers personal budget to help with short breaks away from caring
- Signposting to suitable dentists
- Support to access welfare benefits.

Case Study Three

Sue first contacted the Carers service in 2018 but at that time chose not to engage further. She recently contacted the Carers Service again as she was struggling to engage with professionals and finding it more difficult to cope with caring for her son Jim who has learning difficulties is getting older.

Sue's husband works 6 days a week in the family restaurant so she takes on the main caring responsibilities for Jim and their two daughters. She spends all of her time caring for Jim and their other children, cleaning, washing and cooking. Sue is exhausted, struggling to cope and at risk of breakdown.

A care assessment was carried out via Teams and supported by an interpreter. The following support was provided:

- Liaison with social worker identified need for help in the house
- Personal budget used to help with cleaning and maintaining the home
- Overnight stay once per month arranged for Jim in an LCC provided short break residential unit and 3 hours a week domiciliary care which has enabled Sue to spend time alone with her daughters.