

# Customer Progression Review

Ref: FSTSC05

<b>Customer Name (Full)</b>		<b>Customer Address</b>	
<b>Customer Date of Birth</b>			
<b>Start of ECL Package</b>		<b>Tel Number</b>	
<b>Date of Review</b>		<b>Mosaic/NHS Reference</b>	
<b>Next of Kin Details and Contact</b>			

<b>Who referred the customer into the service and why?</b>	<b>Darren Jennings – Essex County Council</b> Martha's son contacted social care about some support her at home with her personal care, after noticing a decline in her personal appearance due to her dementia.
<b>Predicted ECL support end date</b>	<b>26.12.19</b>
<b>Predicted level of complexity at service exit</b>	<b>Simple</b>
<b>Review Completed By</b>	

<b>Customer Views of Progress</b>
<b>Review Completed on 21/11/2019</b> These are the views that were expressed by Martha at her review, Martha is happy for me to record her views.  "I understand I need some support with my personal care". My son supports me with all my finances, and I am happy for him to be contacted". "I do require verbal prompts and guidance when completing my personal care, due to my short-term memory and can be forgetful in what I am meant to be completing.  "My goal is to maintain my personal hygiene", I know I will require support to do this". "I have recently moved in with my partner Dennis as I was not able to live on my own, I wish to be able to live with Dennis long term".
<b>Views of Others present at Review e.g. Family/Friends</b>
Telephone review completed on These are the views of Martha's son as expressed to me over the telephone. Tim is happy for me to record his views.  I feel my mum's health has recently declined due to her dementia and now requires support for her to be able to maintain her personal hygiene". "Now that Martha has moved in with Dennis, I am hoping things will improve, Dennis supports mum with all her medication needs and nutrition and hydration requirements, but Dennis is unable to support mum with her personal care, without the support in place mum would not maintain her personal hygiene". "if it does not work out with mum living with Dennis, I will have to look at other options for her". "I am happy for ongoing care to be put in place to support my mum".

# Customer Progression Review

Ref: FSTSC05

Goals	Progress against goal
<p><b>Health and Medication Management</b> (Prompts: support required, family support provided, type of medication containers, include medical conditions)</p>	<p><b><u>Medication</u></b> My partner Dennis supports me with all my medication needs, my medication is on repeat prescription and the pharmacy delivers my medication to my home every 4 weeks. All my medication comes in blister packs.</p> <p><b><u>Medical history</u></b> <b>Dementia-</b> this affects my short-term memory and I often require prompting when completing tasks. <b>Macular degeneration-</b> This has left me with no Peripheral vision. <b>Type 2 Diabetes</b> -This is not currently impacting on me</p> <p><b><u>Medication Allergies</u></b> None Known</p> <p><b><u>No DNR in place</u></b></p> <p><b><u>GP Details-</u></b>Dr X</p> <p><b><u>Pharmacy details</u></b> X's Pharmacy</p> <p><b><u>Sensory Needs</u></b> I have an eye condition, Macular degeneration I have no peripheral vision and my eye sight is poor, I am no longer under the hospital for treatment as there is nothing more that they can do to help improve my sight. No hearing aids worn I have no communication difficulties, I do have short term memory loss and do require lots of prompting at times.</p>
<p><b>Mobility</b> Prompts: property type, independence, equipment or aids in use, moving around indoors and outside</p>	<p>I have recently moved in with my partner Dennis, into his three-bedroom house in Benfleet, I am able to access the whole house, there is a stairlift in situ to support me access the upstairs of the house. I mobilise independently, I do not require no aids. I am able to complete all my transfers independently. I do sometimes require verbal guidance when mobilising as I can tend to forget where I am going to my short-term memory. I feel my mobility at present is good and that i do not require no input from ECL's physio &amp; OT teams.</p>
<p><b>Accessing the community</b> (Prompts: Moving around outdoors, access to vehicles, support, independence and mobility aids)</p>	<p>I am able to access the community with support from my partner Dennis and my family, I am unable to go out on my own due to my short-term memory. I like to go out with Dennis in the car to attend church and to go shopping. We used to go on coach holidays at least twice a year, I am hoping to be able to keep doing this. My partner Dennis supports me with all my hospital and doctor's appointments that I need to attend. I do not require any mobility aid when I am out in the community.</p>

# Customer Progression Review

Ref: FSTSC05

<p><b>Looking after yourself</b>  <b>– Personal Care</b>  (Prompts: hygiene, dressing, undressing)</p>	<p><b>I would like to establish a routine with my personal hygiene.</b>  <b>Review completed on 21.11.19</b>  <b>I am currently working towards my goal.</b>  I am able to complete my personal care including oral hygiene and continence care with minimal assistance but due to my cognitive difficulties I will require verbal guidance and encouragement to be able to complete this task each day. Prior to ECL supporting me to establish a routine, I was getting myself up in the mornings getting dressed and not remembering if I had washed or not.  I am able to use the Ensuite shower room, which is in situ in the spare bedroom upstairs. I will require the assistance of one carer to access and exit the shower cubicle offering me verbal guidance to do this, I will require close supervision while in the shower and verbal instructions to complete tasks. I would like to have a shower once or twice a week, on the other days I would like support to have a full body wash, I like this to be completed in the main bathroom. I have a hairdresser who comes to my home once a week who washes and blow dry's my hair. ECL's CCAs are offering me verbal guidance and offering close supervision while showering for safety, they are also offering lots of encouragement for me to continue to complete my personal care tasks, this is enabling me to establish a routine with my personal hygiene, also promoting my independence.</p>
<p><b>Looking after yourself</b>  <b>– Home Skills</b>  Prompts: Dietary needs, food allergies, laundry, cleaning and shopping)</p>	<p>My Partner Dennis supports me to maintain my nutrition and hydrational needs.  I am independent with eating and drinking and require no support with this task. I like to eat small meals and I have a very sweet tooth. I am unable to make myself food and drinks independently, this is due to my short-term memory, in the past I have left items in the microwave until they have burnt because I have forgotten that I was cooking.  My partner Dennis supports with all housework and laundry tasks, my son is looking into a private cleaner for us to help with these tasks.  Dennis supports with all shopping tasks.</p> <p><b><u>I have no food intolerances or food allergies that I am aware of.</u></b></p>
<p><b>Support Networks</b>  (Prompts: church, family, friendship groups, decision making and capacity level, advocacy and finance)</p>	<p>I have a very supportive family. My son Tim and his wife are very supportive. My son holds EPA, I possess capacity, this can fluctuate due my cognition difficulties, but I am able to make my needs and wishes known, I am happy for my son Tim to make decisions for me and look after my health, wellbeing and finances. He is my first contact and I would like him to be present at any assessments and meetings. He also needs to be telephoned prior to any meetings being arranged. My son does not live close by so he can't always visit me often or attend meetings without notice.  My Partner Dennis who I live with supports me out in the community, he takes me to church each week and out shopping, Dennis still currently drives. We used to enjoy going away together on holidays with Kirby coach trips at least twice a year. I do not have a key safe in place, Dennis is happy to answer the door to the carers. I do not currently need careline in place.</p>

## Reviewer Comments

**Include:** What has been explored to ensure maximum independence e.g. physio for mobility, pivotell for medication, washing/dressing aids, meals on wheels et

# Customer Progression Review

Ref: FSTSC05



Martha is a x-year-old lady who lives with her partner Dennis in his house in Benfleet. Martha has only recently moved in with Dennis due to a decline with her cognition, it had become apparent that Martha was un safe to be left on her own for her own safety.

Martha likes to be called Martha, was referred to ECL on the 16.11.19 and commenced the STSC on 18.11.19 after receiving a referral from the community.

Tim, Martha's son contacted social services for an assessment to be carried out after he had noticed that Martha was not managing well with her washing, showering or changing her clothes on a regular basis.

Martha requires support with all her daily living tasks and now needs constant prompting and verbal guidance with completing most tasks, this is due to her cognition difficulties that have recently declined. Martha will require close supervision, verbal prompts and guidance with the assistance of one to complete washing, hygiene and showering tasks, without support in place Martha would not be able to maintain her personal hygiene needs and would potentially be at risk of skin breakdown and risk of infections. Martha's partner Dennis is happy to continue to support Martha with all her other daily living tasks, to maintain her nutrition and hydrational needs, medication requirements and all domestic tasks.

### Good Lives Approach

A referral was made to ECL's I & A Coordinator for advice on blue badge application and enhanced AA, information was passed over to Martha's son on the 29.11.19 and contact details were provided if he required any more advice or support with these applications.

At present Martha did not require no physio or OT input as there are no current concerns with Martha's mobility.

ECL's CCAs are continuing to offer Martha verbal prompts and guidance with completing her personal hygiene, offering full control over all her choices, this is enabling Martha to establish and maintain a routine with her personal hygiene and promoting her independence.

ECL's CCAs are offering close supervision and verbal guidance to Martha when showering for her safety, this has given Martha reassurance and has enabled Martha to continue to shower safely within her home.

### **Actions Required to be undertaken**

A face to face meeting with a social worker is required in the presence of Martha's son Tim to assess for ongoing care.

FABA to be completed

### **Potential Ongoing Support Needs Identified**

STSC recommends one visit a day with the assistance of one.

**AM Call 45 x 1-** To support with all personal care tasks, including hygiene care, undressing and dressing, offering verbal prompts and guidance at all times, ensuring Martha is given full control over all choices to enable Martha to establish and maintain a routine with her personal hygiene and to promote her independence.

Customer or Legal Representative **Signature\*\*** .....

Trusted Assessor Name **Signature** .....

*\*\*This can only be someone with legal powers to act on behalf of the customer e.g. someone with Lasting Power Of Attorney.*