

**ADULT SERVICES STORYBOARD**

**Background / Issue**

* Elderly female client living alone in her own home
* Her husband had recently passed away
* Her husband took care of all of the finances.
* She adored her two cats
* She had a brother and a sister-in-law who completed her shopping occasionally
* It was discovered that brother was financially and emotionally abusing client
* Client was extremely disempowered but capacitated

**What we found / What we did (What actions we completed)**

* Care Manager (CM) and Team Manager (TM) completed joint visit to explain the law and empower client to start making her own decisions
* CM built a good trusting relationship with client using excellent communication skills
* Worked in a MDT way with police, safeguarding and legal.
* Kept client at home as long as possible with her cats, meeting her wishes. Client went into 24 hour care when she no longer could manage at home
* CM found homes for her two cats and provided her with photos of them in their new homes.

Supported client to give interview to police and consequently Brother was arrested. Supported to change her Will via her solicitor.



**Storyboard Theme: Reflective Case Study**

**Title: Care & Support Case Study**

**What do we want to share? What do we want to celebrate?**

* The first contact made to ASC was pivotal as CM was able to pick up something was not right with the situation.
* The CM went off sick half way through intervention, however another CM was allocated that client had previously met. The use of social work when this was required in relation to completing MCA.
* Having other professionals involved scaffolded the case and provided the support and advice required to achieve the best outcomes.

**What difference have we made?** (Impact on Service Users / Stakeholders / Workforce, Contribution towards Corporate Values)

* Empowered client to gain control over her own life
* Used legislation to achieve a good outcome for the client
* CM worked extensively with client over a period of time to build trust and this served as a really secure foundation for client having to make some difficult decisions
* Justice for the client