

Case Study

Holiday Care

Meet Mr Hope

Mr Hope* is a spirited 69 year old man who lives in Leicester. He has Multiple Sclerosis and suffers with extensive left side weakness meaning he is unable to mobilise or transfer independently. Using a wheelchair when out, Mr Hope needs help from someone to push this as well as assistance for hoisting. Mr Hope is doubly incontinent, has a catheter in situ and requires assistance with all aspects of personal care including bathing, washing and dressing.

Making his own food choices is very important to Mr Hope but due to being unable to use his left hand, he needs assistance to cut up his food and pour drinks.

Mr Hope's Care Requirements

Mr Hope travels abroad to a favourite hotel of his in Spain for 2 weeks, 4 times each year and is accompanied by one of his regular Carers who support him whilst he is at home with 4 visits per day. Unfortunately, due to unforeseen circumstances his regular Carer was not able to travel with him and Mr Hope found himself needing an alternative Carer.

After visiting the Care Quality Commission's website and searching for reputable Care at Home Providers, Mr Hope decided to call Advantage Healthcare and spoke to a Care at Home Consultant.

All of Mr Hope's care needs and preferences were discussed in detail, including when Mr Hope was looking to go on holiday. Mr Hope wanted to ensure suitable Carers with the relevant experience and skills were available before booking flights and accommodation.

As Mr Hope was holidaying outside of the UK and required support with hoisting, Interserve Healthcare identified 2 Live-in Carers who had supported other clients whilst on trips abroad and who also had Catheter, Manual Handling and Risk Assessment training. Mr Hope was sent profiles for both Carers and was happy from the information provided that they would be the right people to support him. His holiday was arranged to take place 2 weeks following his initial call to Interserve Healthcare, allowing plenty of time for a Care Assessment to be conducted.

How We Helped Mr Hope

Interserve Healthcare's Carers travelled to Mr Hope's home 24 hours before he was due to travel and supported him with getting to the airport and ready for his flight on time.

Throughout the duration of his holiday, Mr Hope, with the support of his Carers were able to visit places of interest such as the local harbour and go shopping to buy souvenirs. Being able to relax in the knowledge that his Carers were available should he need them, Mr Hope also felt confident to take part in the hotel's evening entertainment and to socialise with other holidaymakers.

Mr Hope thoroughly enjoyed his time away and following his return sent thank you cards to both of his Carers including the following thanks *'Thank you for the care during my holiday, including the extra visits and through the difficult times. You make it a pleasure to go on holiday again'*.

With his next holiday planned, Mr Hope has already asked if both Carers are available to accompany him again.

**Names have been changed for confidentiality*