

Case study

The carer was in a situation where as a result of her caring role she was being physically and verbally abused by the person she was trying to care for. The situation escalated to the point that it became imperative for the carer's health and wellbeing that she move to a new location. The Carer Support Worker worked together with the local Housing Officer to find housing in a new area away from the abusive situation. The carer was quickly rehoused and therefore a clearly successful output had been achieved. However the carer reported being unhappy and very stressed in her new house and community. In terms of the immediate outcome reported by the carer she felt worse at this stage. However the carer's personal safety was improved and with continuing support she has settled well in to her new community.

This particular case highlights that the right output – new house – does not always lead to an immediately improved outcome for the carer. By focusing on the outcome rather than purely the output the service established that further support was necessary to lead to an improved outcome for the carer.