

Mrs Mackay is an 87 year old lady who lives alone in her own home with her dogs. She receives regular visits from her family and they have become concerned about her increased confusion. The family have asked the GP to visit and a referral has been made for Mrs McKay to the community mental health team for the elderly. Following assessment a diagnosis of dementia has been confirmed.

What difference would a Talking Points: Personal Outcomes Approach make at this stage?

Mrs Mackay's family have become increasingly concerned for her safety. In particular, she has begun to wander. Mrs Mackay has also lost a lot of weight, does not appear to be eating well and her personal care appears neglected. One night, the family receive a telephone call from Mrs Mackay's neighbour who reported that she is wandering the streets. Mrs Mackay is admitted to a care home the next day for emergency respite.

What difference would a Talking Points: Personal Outcomes Approach make at this stage?

Mrs Mackay has remained in residential care, after a vacancy had become available whilst was in for respite care. She has now become very withdrawn, with low mood and often very tearful. Mrs Mackay has spoken a lot about wanting to go back home and seems to be finding the transition to residential care very difficult.

What difference would a Talking Points: Personal Outcomes Approach make at this stage?

