



## Case Studies of outcomes for a service user

Mrs A referred herself to Community Care services for 'meals on wheels'. She made this referral because she was increasingly breathless and reluctant to go out. She was lonely and finding it difficult to motivate herself to cook. She also worried about money, because she was on a low income and couldn't afford the taxi fare to the shops.

Mrs A didn't know much about community care services or what help they could provide, but when she confided in her next-door neighbour, he told her that she could get meals delivered by social services. It would have been easy for the assessor to 'assess Mrs A for meals on wheels'. However, by taking an outcomes based approach, the assessor identified that the most important outcomes for Mrs A were:

- Better management of her COPD
- Be able to get around her home and community
- Have good social contacts
- Maximise her income

A range of supports were arranged including a visit from the district nurse to review Mrs A's medication. Mrs A was also supported to become a member of the local community car scheme and Health in Later Life group. Mrs A also put in a claim for Pension Credit. Her self esteem and sense of wellbeing greatly improved as a result of these supports, and she began to cook more for herself, which may not have been the case if her request for meals on wheels had been met without question.

Six months after the support was put in place the same worker came back to ask Mrs A if she felt better. This was the review. Mrs A told the worker that as a result of:

- her medication review she was less breathless
- being part of the community car scheme she was able to go shopping once a week and she was also going out to see friends more
- joining the local Health in Later Life group she had made new friends and was involved in new activities
- her claim for Pension Credit she was better off each month and this had lifted a great worry from her mind
- all of the support she was feeling more confident and much happier