

CASE STUDY NO 1 - Edie

Edie is an 84 year old widow living in a Victorian terrace house in the inner area of a small town. She and her husband bought the house 20 years ago in his retirement. Since his death 8 years ago she has lived alone, but is in touch with her daughter who lives 200 miles away and who visits twice a year. She mainly shops in a local convenience store and when unable to walk that distance, a neighbour will collect basic shopping for her.

When her daughter visits she and her husband do a blitz on the housework and tidy up the garden. They would like her to move into sheltered housing nearer to them, or in her own community but Edie prefers to live in the area in which she has spent most of her life.

Since her husband died the exterior of the house and garden has become very shabby, but we cannot afford the additional costs of a gardener or re-decoration.

On a Monday morning Edie answers the door to a young man in white overalls who explains that he is sponsored by the Council and is able to re-decorate houses for older people more economically than local firms. He shows her a badge with his photograph and a number. He says that he and his mate have a few days to spare before they start on a 'big job'. He offers to walk around the house to assess the work to be undertaken. Edie goes with him, leaving the front door open. The decorator notes that the windows have sash cords which may need repairing and offers to check them out upstairs. Edie accompanies him upstairs to show 2 defective sash cords. He agrees to repair the sashes and paint the house within 5 days. A contract form is produced, and Edie writes a cheque for £200 as a first instalment payment. The decorator agrees to see her in the morning.

Later in the afternoon Edie goes to her bedroom for a rest and finds that the drawers of her chest of drawers have been disturbed and that several small items of jewellery are missing. Going downstairs she finds that the cash from her purse is missing and also the cash she had already for the Milkman has gone. What should she do? Who should she contact?

MORNING

What should she do?

Be suspicious of everybody

CONTACT THE POLICE

PCSO spread the word to other vulnerable communities – proactive approach

Sends a clear message to offender

Who should she contact?

Police – security measures in house

Lots of agencies able to help

Scenes of Crime Officer

Call the daughter

Call the Adult Help Desk

Marketing – TV, doctors - Partnership working

CASE STUDY NO 2 – Maureen

Maureen feels that she is lucky. She has a good pension from previous employment, with increased financial security since the sale of the family house. Two years ago at the age of 76, she had a mild stroke which caused some impairment of speech, and reduced her mobility, although she manages well with a stick.

At this point her son engages a private carer, who works an eight hour day on Monday, Wednesdays and Fridays. Pat the carer does the regular housework and shopping. Twice a month she collects cash from the bank for Maureen's personal needs. Sometimes she takes Maureen out in the car to have tea at a garden centre. Pat's husband Fred helps in the garden once a month.

Maureen enjoys reading, TV and phoning the family, especially her grandchildren. Sometimes she gets a bit forgetful and can't remember where she put things and is growing increasingly dependent on Pat, to organise her life.

Maureen is delighted when her granddaughter Mollie comes to stay for a few days in her summer holiday. She takes Maureen out in her car to visit old friends and also helps Maureen sort out some books and clothing for the charity shop.

Mollie asks her grandmother where some of her family treasures have got to – Maureen's silver dressing table set, the silver photograph frames with the children's photos and some of her pieces of jewellery. Maureen said she can't remember but Pat organises things now. In the morning Mollie visits the bank to collect Maureen's cash and is surprised at the large amounts of cash being withdrawn each month.

Mollie feels uneasy about her grandmother's reliance on Pat. What should Mollie do?

AFTERNOON

What should Mollie Do?

- Check with other family members
- Find out where Pat and Fred came from and what checks were made
- Check financial expenditure history
- Search house for valuables first
- Check cost of utilities
- Go with Maureen to bank to discuss
- Report to the Police if signs of crime
- Suggest Maureen might have advocate
- CAB for advice
- Speak to Maureen about Cash and Pat
- Speak to the Bank?
- Speak to son – what are the arrangements?
- Police?

CASE STUDY NO 3 – Fred

Fred, aged 76, says 'good night' to his friends at the Rose and Crown and makes his way home so that he can watch the 10 o'clock News with his wife. His home is about 10 minutes away on the other side of the village. He takes a short cut down a back path and is half way home when two youths approach him asking the time. Instinctively Fred looks at his watch and they bar his way. One shouts 'Come n Grandad where's your phone – and your wallet'? They jostle him and he tries to protect himself with his cane. 'Silly old Grommett' one calls – he remembers a bang on his head and falls to the ground. When he comes to, he is wet, muddy and has a very sore head. He feels very frightened.

AFTERNOON

Possibility he drank too much, spent too much and didn't want to confess

Robbery?

Attacked?

Fallen?

He should report a hate incident

What Should He Have Done?

Don't take a short cut

Get help from nearest point

Better lighting

CASE STUDY NO 4 – Alice

Widowed pensioner Alice is saving up to see her daughter in Australia next year. When she pops into the local Sandwich Bar for a cuppa she sees a notice in the window. 'Cleaner Wanted – 6-9pm Monday to Saturday'. When Sid comes to collect her cup he tells her 'If I was a bit younger I'd go for your job – I could do with the cash – I used to be a cleaner in the offices round the corner'.

'Well' says Sid 'why don't we help each other – you come on a try out for a month, and I'll pay you cash in hand, no questions asked, fifteen quid a night. How about it? Alice needs the money and £90 a week would be useful – she knows that she should be paid more, but then she's older, heaving these chairs on the tables will take time..... She takes the job for a month, what might happen?

MORNING

At risk of injury and H&S
Sid breaking the law (and Alice)
Speak to family
Maybe it will be ok?
Not meeting basic minimum wage

Is she on Benefits
No protection in terms of liability
Is she secure travelling at night?

How old is Alice?
Needs health and safety training
Risk Assessment

CASE STUDY NO 5 – Gerry and Jane Johnson

Sally Brown rang the door bell at No. 17 again, but there was no answer. 'Strange she thought', 10.30 am and milk still on the doorstep – that's not like Gerry'.

Sally had taken to calling once or twice a week at the neat semi-detached house in case Jane and Gerry need anything from the shops, as with Jane's increasingly confused state, it was making it difficult for Gerry to get out in the car and do the shopping at the local supermarket.

Jane and Gerry had married in their mid fifties, both having been previously widowed, Jane's husband having been killed in a car accident and Gerry's wife dying of cancer. They were devoted to each other and their six grandchildren. Each had a son from their previous marriages, and both were saddened at the rivalry that persisted between the men.

In her early 70's Jane began to get very forgetful and needed increasing help from Gerry to run the home. Then one day when going round the corner to buy some groceries, she got lost and six hours later was brought home by the police after she had been found wandering two miles from home.

A visit to the GP confirmed Gerry's worst fears. Jane was suffering from Alzheimer's. Initially she attended the local Alzheimer's Society group meetings which were helpful in demonstrating strategies to cope with everyday living, but as her condition became increasingly worse, Gerry undertook all the shopping, housework and cooking as well as caring for Jane. His stepson said that he was doing a great job and once a month spent a day with his mother to give Gerry a break. Gerry's own son was less sympathetic, feel that at 84 his Dad was killing himself caring for Jane, who should be put in a home. Those confrontations were emotionally upsetting for Gerry who insisted that he could manage, and no one was going to part him from 'his Jane'. Later that evening Sally phoned and Gerry responded by saying that everything was fine and he had just overslept a bit that morning.

A week later Sally called by at 11 am, when she found the curtains closed and milk still on the doorstep. She persistently rang, and eventually Gerry came to the door dishevelled and in a dressing gown. 'I'm ok he persisted – just overslept again'. But Jane could hear groans and was aware of a smell of urine and faeces. 'Gerry please let me help you a bit'. 'No we're fine' but she had slipped into the hallway. In the lounge Jane was tied into an armchair and was groaning softly and had obviously been doubly incontinent. Gerry said 'Sally I didn't want you to see this – I can clear it up myself, it's just that my back is playing me up and Jane has been worse that she doesn't know night from day. I had to tie her down for a while, just to get some sleep. Moving to Jane's chair, he goes to give her a peck on the cheek, but suddenly cries 'O God what have I done' – Jane has a bruise on her forehead. Gerry leans on Jane's shoulder – 'I remember now, I didn't mean to hit her with the hairbrush, but she just wouldn't sit down'. Please don't let them take her away – not my Jane'.

What should Sally do a) in the short term b) later and c) what help can the family get?

MORNING

In short term –

- Injury, medical need, phone doctor
 - Where do we report situation – social services, sooner the better
 - Talk to the 2 sons (Police)
 - Has Gerry talked to anyone?
 - Gerry needs help with housework/caring
 - Village Agents to signpost to services
 - Police signposting 'how to contact Police'
 - Clean her up/clear mess up
 - Call GP/Police
 - Contact family
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- Lots of organisations, how do you contact them – role for someone to pull them all together e.g. Neighbourhood Warden or Village Agent
 - Importance of community spirit e.g. floods
 - Big decision phoning social services
 - Sheltered accommodation schemes

WHAT HELP?

- Social services
- GP review medication
- Family
- Village Agents
- GP review of medication
- Social services/Care Package
- Communities support systems
- Council advice

CASE STUDY NO 6 – Mollie and Sandy

'It's the credit crunch Mum – it makes sense to help the family'. Johnny was being at his most persuasive. Mollie knew that she was always a bit indulgent with her younger son. 'I don't see how not going to the Day Centre and having Sandy look after me is going to help this money problem' retorted Mollie.

'Look Mum, it's like this – times are changing. Things are more modern, better – more choice. You said yourself you don't always like the shepherd's pie at the Day Centre. If Barb and I can get this new Direct Payment for you – you wouldn't have to go to the Centre any more. Barb's sister's son's partner Sandy, has lost her job at Woolies.

If you employ her – instead of going to the Centre, she could cook whatever you want in the microwave – no more shepherd's pie. You'd be home with the telly and the video – no more long bus journeys. But Johnny, I like the bus trips – it's the only time I get out. I meet up with Elsie – we were at school together, and I have my bath there too – I need help with my bath'. 'Don't be silly Mum, Sandy's a big strapping girl – she'll bath you.'

'But Johnny, I don't know her – not like the Centre'. 'Well Mum I'm surprised at you – you've got really mean since you got older. After all the things Barb and I have done for you. Well you just think it over. Meanness can work both ways – don't forget that, - paying Sandy to care for you would give her some cash in hand – help to pay the rent. You just think about it – I'll be back tomorrow'. He leaves, slamming the door behind him.

Mollie weeps quietly 'what's the point of going on?

- a) who can help her –in the short term?
- b) What organisations are available to help this family?

AFTERNOON

Who can help?

Day Care Centre, Social Worker, Elsie, other children, doctor, DHSS/DWP, local councillor, Age Concern/Help the Aged, CAB, Meals on Wheels, PCSO, Neighbourhood Warden, Friends and Neighbours, Family Help, Job Centre for Sandy, Anger Management for Johnny, Day Centre, GP, Village Agent, Care and Repair, trusted carer

What organisations? – CAB, Social Services