



Acute Training Solutions

SOA Case Studies - Elderly Residential

Case 1

Michael uses a manual wheelchair for all mobility requirements with assistance from staff. All the staff have been trained in manual handling and people handling within the last six months. Whilst taking Michael outside in his wheelchair the wheelchair hits the door frame and Michael falls out and cuts his head requiring stitches.

Case 2

Katrina Jenkins lives in a nursing home due to dementia. She has mobility problems and needs help with personal care and toileting. One of her regular nurses is impatient when Katrina is incontinent and tells her that 'I'll get you catheterised if you keep wetting yourself'.

Case 3

Malcolm is a very proud gentleman and has always taken pride in his appearance. Due to Malcolm's increased difficulty managing his own continence staff have started to dress him in tracksuit bottoms and t-shirts. Malcolm's family have raised concerns that he seems increasingly depressed and withdrawn. The family believe this is due to his appearance and self-esteem. The staff have refused to dress Malcolm in smart trousers, shirt and ties.

Case 4

Michelle has recently had a knee replacement operation due to her arthritis. Michelle's physio plan requires her to exercise the knee and use a walking aid to support her. Michelle's physiotherapist visits her at the care home. She finds Michelle in bed. Michelle tells the therapist that she has been in bed since getting back from hospital and she is in a lot of pain. The therapist examines Michelle and finds the beginnings of a pressure sore.

Case 5

Mary Pritchard is 73 years old with a visual impairment which limits her ability to see objects fully. Mary has lived at the same care home for the past 8 years with 3 other service users. Over the past 3 years her mobility has decreased. Mary now requires assistance with her personal care and toileting. Mary is assisted by two staff to sit on the toilet, she stumbles and grabs one of the staff's hair, causing the staff member to swear and slap Mary across the face. This shocks the other member of staff and she walks away. Her colleague speaks to her later on and tells her not to say anything about the incident.

Case 6

Stephen worked as a milkman for all his working life from the age of 16. He now lives within a residential home with 24 other residents. Stephen's work required him to start work very early in the morning. This has meant that Stephen is often awake by 3am. Due to staffing levels at night he is locked in his room until 7am.



Case 7

Over the past two months staffing levels within the care home have been extremely low due to staff resignations. This has left the remaining staff stretched; as a result staff are having to get individuals up from 6:00am and are putting individuals to bed at 7:30pm.

Case 8

Rachel lives within a small family run home with 4 other service users. Rachel's family visit at least twice a week and take her out for meals, shopping and leisure activities. The family have started to notice during these visits Rachel is eating lots of food and extremely quickly. They have also noticed a number of purchases have gone missing.

Case 9

A group from the centre are going out in the mini bus for a trip to the sea. They all enjoyed the trip, on the way back the bus needs fuel. The driver fills up the bus with fuel, 5 minutes later the bus breaks down as the driver used the wrong fuel.

Case 10

Recently James has become very agitated around female care workers. This has resulted in James swearing at the female staff. One of the female staff refuses to work with James and starts to negatively criticise him and the management of his care.

Case 11

Meg lives in a nursing home. Meg is very anxious and confused and as a result is often calling the nurses and ringing the buzzer. Some of the staff understand that Meg is looking for comfort and reassurance and offer it as and when required. However there is increasing pressure from others not to spend as much time with her. This has resulted in Meg becoming increasingly agitated, therefore to keep her calm staff are using medication to sedate her.