



## Acute Training Solutions

### SoAR Case Studies - Learning Disabilities Community Care

#### 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 out to the shops he complains he has slipped down in his chair. The staff member drag lifted Michael back in his chair. Later in the day another staff member notices marks on the back of his legs and on his arms.

#### Case 2

Katrina Jenkins is 47 years old with Downs syndrome and lives with her parents. She has mobility problems and needs help with personal care and toileting. One of her home carers are impatient with Katrina when she is incontinent and tells her that 'I'll put you in a home if you keep wetting yourself'.

#### Case 3

Sally receives social care support to take her to college and out to leisure activities twice a week. As part of the care package there is a mileage allowance of 15 miles each session. The average total of for the trip to college and leisure activity is 12 miles. Sally's care worker however claims each time for 15 miles.

#### Case 4

Samantha has a moderate to severe learning disability and can communicate with limited understanding. Today whilst out shopping for Samantha's personal care items she asks her support worker if she can stay in the car as she too tired and hot. For Samantha's safety the carer locks the car doors.

#### Case 5

Mary Pritchard is 33 years old; she has a learning disability and visual impairment. Mary attends a day centre five days a week and requires assistance with her personal care. As staff assist Mary 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

Steven is an avid film fan and likes to visits to the cinema for his social care session. The support workers go free to the cinema as Steven has a carers' pass. Recently Steven has complained to one of his support workers that another worker never lets him choose the film.



### Case 7

Over the past two months staffing levels within the domiciliary care agency 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 as early as 6:00am and putting them to bed as early as 7:30pm.

### Case 8

Alex lives within a small village with his family. Each week Alex and his support worker go out for a meal to the local pub. They have been going to the same pub for the past 3 months. The locals have all got to know Alex well and seem to enjoy his company. Alex's carer needs to use the toilet. The carer tells Alex to stay there and they will be back in a minute. A few minutes later the carer returns to find Alex crying with an angry customer shouting at Alex to stop staring at the children.

### Case 9

Victoria and her carer go for a trip to the sea. They both enjoyed the trip; on the way home the car needs fuel. The carer fills up the car with fuel. 5 minutes later the car breaks down as the carer 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

Helen has a moderate learning disability. Part of her care package she attends the local adult education centre. She is supported by a support worker for 6 hours during the day. During this time Helen often becomes thirsty and drinks a lot. As a result of the drinking Helen uses the toilet frequently. Helen's size and mobility makes it difficult to support her to use the toilet. In the past Helen has fallen and got stuck. The support workers now limit the amount that she drinks during the day.

### Case 12

Donald likes to go bike riding every week around the park. The park is too far for Donald to ride to and back; so his support work transports him and his bike to the park. As the support workers car is small they buy a bike rack to transport Donald's and the support worker's bikes. The support worker asks Donald's family to pay for the bike rack they have purchased. The family say they can't afford it. As a result the support worker takes back the rack and refuses to take Donald riding again.