

## **Case Study 1**

After several years of unsuccessful treatment a seven year old boy was referred to a children's hospital where his condition was identified. When he was diagnosed his parents were not given information on their son's condition. While waiting for the operation the parents found information on the internet regarding their son's condition which suggested that "if left untreated brain damage and death could follow". The parents were very concerned that unless immediate treatment was accessed then their son would die. They contacted their local CAB for assistance and were put in touch with the IASS caseworker.

### **Action Taken**

The IASS caseworker telephoned the NHS Complaints Officer who agreed to arrange an appointment with a specialist nurse who would inform the parents of their son's condition and address any concerns.

### **Outcome**

The boy's parents met with the specialist nurse who discussed the condition and answered questions they raised. The nurse explained that their son's condition did not require immediate surgery and his life was not in danger. The said that although the information they had found on the internet was about the same condition it was not relevant in their son's case. The parents were then happy to wait for a date for their son's surgery.

## Case Study 2

The initial contact with the IASS caseworker was to make a complaint, on behalf of a woman in her late 70's who, it was felt, was receiving poor treatment from her GP.

A home visit by the IASS caseworker revealed that the woman was experiencing a range of problems that required to be addressed. These included being unable to use the toilet unassisted, wash herself or change her nightwear. In addition she was unable to cook for herself or administer her own medication. Being housebound she was unable to go shopping.

### Action Taken

The IASS caseworker liaised with the Social Work Department, Home Care Co-ordinator, Home Care Area Manager and Local Council to establish if any care packages were in place.

The worker also assisted the patient to apply for Attendance Allowance.

The patient asked for advice on the criteria for admission to Very Sheltered Housing. The IASS worker found an appropriate local Sheltered Housing complex with a vacancy and assisted the patient to fill in the 32-page application form.

### Outcome

The IASS caseworker was able to secure three visits a day from the local social care and support service to undertake shopping and housework and also arranged for a tuck in service.

In addition the IASS caseworker arranged for a social worker to visit to carry out a review of the patient's needs.

Later in the year the patient heard that her application to the local Sheltered Housing complex had been successful and she was able to move in.