

## **Case Study: Rose Mrs P and her mother, Hainault**

“They were brilliant, they were fantastic”

Hainault resident Mrs P usually cares for her mum when she is ill and, before coming under the care of the Intensive Rehab Team, her mum had had a number of falls. The first fall was in 2006, when she was admitted to a rehab unit for six months, her recovery was slow, and she was discharged with limited mobility in her broken arm, which has not improved since. As a family, they were clear this was “completely the wrong environment” for her.

The most recent trip to hospital was in February as a result of a heart problem and a fall in November 2013. While examining her mum, doctors discovered she had fractured two vertebrae in her back.

“They gave her a back brace and a physio was to come and do exercises with her, while she was in hospital. That didn’t really work because when she came, either mum was unable to do it or the timings were off so she only had physio a couple of times in her 12 week stay at hospital.”

Mrs P was told about the Community Treatment Teams (CTT) and Intensive Rehab Service (IRS) but, because she had not been happy with her mum’s care up until that point, she was wary.

“I didn’t have a lot of faith at that moment,” says Mrs P. She was told the teams would be good for her mum but she was concerned that she would, “get her home and there is going to be no support for her or me.”

Her mum stayed in hospital until after the Easter bank holiday while doctors got her pain under control. She came home and was called by the one of the team to arrange a visit. Despite her initial reservations, Mrs P was delighted with the service her mum started to receive.

“The physio turned up in the morning. She came in and she was brilliant. She explained the service and then basically we started physio and occupational therapy. They came in everyday and they were absolutely brilliant. I think the little exercises had a huge impact because she started doing them herself and just knowing that she could actually do something, I think, pushed her further to do things on her own.”

Mrs P and her family had been really worried about her mum up until that point:

“At the point where they [IRS] came in, she was terrible. She would get out of bed, she would sit down and that was it.

“If she was going to go to the loo, she actually thought about when she would go and how to plan it kind of thing in her head. It was really bad. None of us [the family] thought she was ever going to recover. Then along came the OT and physio and she’s back up and she’s walking. They were brilliant, they were fantastic. Patient, really considerate and they pushed

her just the right amount to get her into action and to gearing her up to be mobile, rather than over or under pushing her.”

Mrs P is clear care at home was much better for her mum:

“If you have an appointment in the hospital and I’ve had physio myself, once a week you go and it’s not as effective as this was. You know I was amazed to have her walking and everything because I really didn’t think that was going to happen. The physio at the hospital didn’t work for her.”

Mrs P has, “no doubt that she would have been able to lift her arm fully,” had she used the service earlier rather than going to hospital or rehab units.

As for Mrs P herself, the difference it has made to her life is also considerable:

“Do you know what? While mum was sick, I rarely went out. If you look at it from a social point of view, I went out maybe twice in that time did something socially. It was impossible to leave her.”

“Now I’m going back to work, it’s going good. It means I’ve got a lot of freedom back. And I can take her out because she loves going out. That’s her thing in life; she doesn’t like sitting at home.”