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Package stabilisation Adult

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Snapshot

- TCS successfully stepped in to take over a package of care which had broken-down
- High quality care delivered by TCS where no other provider could
- TCS provided consistent and effective support on both clinical and non-clinical issues
- 100% of shifts have been successfully covered to date
- Excellent feedback received for TCS from all stakeholders

“William’s family were engaged right from the outset and felt confident in our ability to deliver what we had promised”

William’s* background

William was born with Duchenne muscular dystrophy, a genetic disorder causing progressive muscle degeneration and weakness. Now, at 23 years old, William is tracheostomy and ventilator dependent, reliant on the use of a wheelchair and requires round the clock care. Due to a package breakdown with another provider and multiple agency failures, William was not receiving the level of care he required whilst living at home. He was deteriorating quickly and was on the verge of being transferred into residential care - there was an urgent need for another provider to step in quickly.

Providing stability

TCS was approached by the CCG to create a package of care that would prevent further failings and ensure the highest level of care for William. We carried out full assessments, and produced a partnership agreement detailing a list of rules and parameters of how we would work and our expectations which the CCG reviewed and signed. We ran on a trial basis, initially for an interim period to ensure the CCG, but more importantly William and his family were happy with the quality of care we were providing. Restoring the family’s confidence was of utmost importance to us, and we were rest assured by their positive feedback and support throughout. They were engaged right from the outset and felt confident in our ability to deliver what we had promised. After 12 weeks, we had established the trust of all involved and moved the package from a temporary to an on-going contract.



Managing social complexities and family dynamics

William's social needs were on par with his clinical needs. He had strong cognitive awareness and wanted to be doing the same things a teenager of his age would be doing. Our package of care therefore needed to be robust in order to keep up with William's social life, so that he could enjoy as normal life as possible. Family dynamics also had to be taken into consideration, William's parents were going through a separation and they had two children in wheelchairs to care for which added to family pressures. We assigned an allocated case manager to help work with the family on non-clinical issues which was fundamental to the success of the package.

The outcome

We have successfully filled 100% of shifts to date and maintained continuity and consistency of care. A core team of six nurses and four support workers work with William and his family, and we hold regular team meetings and teleconferences with his nurses, carers and his clinical lead and case manager to ensure everyone is up to date on William's progress. Feedback from the CCG has been extremely positive, impressed by the quality and cost of the package that has been delivered. William is now clinically the most stable he has been in years, he's continued to put on weight and had no hospital admissions in 2019. He has a passion for singing, and attends events at his local park to showcase his talent and even has his own record studio set up in his room which the nurses are skilled up on. William is now leading a fulfilled life thanks to the help of TCS. Due to the level of clinical stability and good health that he is now showing, we are looking to work with the CCG to transfer lead care to the support workers, which is a true testament to the care he has received up to now.

***Name has been changed for data protection**

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