

City & Guilds Level 2 Health and Social Care: Core Qualification

Learning Materials – Case Study
Adult – Audrey

February 2024



UPDATE FEBRUARY 2024

Learning Materials - Case Study

Case Study - Audrey

Unit 001 and 003

Updated February 2024:

This case study and associated test papers are no longer part of the assessment criteria for the 8040-02 Health and Social Care: Core qualification.

These materials have been provided to support centres and candidates for formative assessment and revision purposes only.

For the most up to date information on the Health and Social Care: Core qualification and January 2024 assessment strategy update please visit: [\[Update\]](#) [Changes to Level 2 HSCCC Core assessments | Health and Care Learning Wales](#).

This booklet contains the case study **only**.

For associated test papers please download:

Case Study Question Set A Adult - Audrey

Case Study Question Set B Adult - Audrey

Case Study Question Set C Adult - Audrey

Case Study – Audrey

You are going to read a case study about Harbour House, which is a residential care home.

The people who you will read about as part of this case study are:

Audrey	An individual at Harbour House.
Sandra	A care and support worker at Harbour House.
Kelly	The activities co-ordinator at Harbour House.
Sandra's Manager	Manager at Harbour House.

This case study is not based on a real organisation or individuals.

Harbour House is an established residential care home which has a dementia care unit. Harbour House aims to offer person centred care that meets individual's needs. The staff are trained to support individuals with varying symptoms of dementia, such as memory loss and speech and language difficulties. The home promotes the independence of individuals to help them live well with dementia for as long as possible. It is currently working with several local organisations to create a 'dementia friendly community'.

Audrey is 82 years old and has been diagnosed with dementia. She was supported by family to live in her own home for many years but the pressure of caring for Audrey became too great for them and with the support of an independent advocate she decided to move to Harbour House.

When she was at home, Audrey was using her walking frame to move about. Since she has moved into the home Audrey has been forgetting to use her walking frame and she is staying in her room for most of the time. She has begun to put on weight and because she is not using her walking frame, she often doesn't manage to get to the toilet in time.

Audrey is also showing signs of depression and is using less verbal communication than when she lived at home. For example, there can be difficulty communicating with Audrey about meal choices. When staff tell her what the choices are, she says yes to everything offered. She has also been using the 'thumbs up' gesture to consent to personal care although she often doesn't seem very interested. When staff are supporting her with washing, she often stops halfway through, which indicates she has had enough.

Sandra is an experienced care and support worker who is concerned about Audrey's well-being.

She has begun trying to help Audrey regain some of her independence whilst she is supporting her with her personal care. For example, she reminds her to go to the toilet at regular intervals during the day and to use her walking frame as much as possible. Sandra has also noticed that Audrey refuses help when offered support to go to the toilet by male care and support workers, and this can increase her continence issues.

To encourage her to come out of her room and mix with others again, Sandra decides to find out what pastimes and hobbies Audrey may enjoy. Audrey starts to talk about how she used to like flower arranging especially for the local church, and how she worked in the garden with her late husband.

Sandra asks Kelly, the activities coordinator, to go and talk to her and Audrey about what activities could be set up that Audrey may enjoy. She seems interested in the idea of growing some flowers in the greenhouse that could be brought into the home to brighten it up. Kelly suggests they could go on a weekly walk around the garden to pick flowers so Audrey can arrange them. The activities start the following week.

Sandra also discusses her concerns about the deterioration in Audrey's health with the care home manager, as well as how she is trying to support her mental and physical well-being. The manager arranges for a health review with Audrey's GP.

The GP visits Audrey and, as part of the health review, he diagnoses her with depression and prescribes medication. On some days Audrey agrees to take the medication and on other days refuses and thinks she is being poisoned. The manager decided to arrange a mental capacity assessment with Audrey, involving her family, a social worker and the GP. The outcome of this assessment was that Audrey did not have capacity to make a decision about her medication. It was decided that to take the medication was in Audrey's best interest and that workers at Harbour House would continue to encourage her take it and review the situation. However, several days later Audrey is becoming increasingly reluctant to take the medication. Sandra suggests to the manager that the pills could be crushed and placed inside Audrey's drink so she wouldn't know she was taking them.

The manager is concerned by this suggestion and explains the possible consequences this action might have.. She refers Sandra to the home's policies and procedures, as well as the code of conduct and duty of care. She also talks to Sandra about other training that would be useful to help her understand why her idea was a safeguarding issue.