

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

Learning Materials – Case Study
Adult – Letty

February 2024



UPDATE FEBRUARY 2024

Learning Materials - Case Study

Case Study – Letty

Unit 001 and 005

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 - Letty

Case Study Question Set B Adult - Letty

Case Study Question Set C Adult - Letty

Case Study – Letty

You are going to read a case study about Letty, an individual receiving care at Swn Y Coed, a residential care home.

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

Letty	An individual receiving support.
Helen	Letty's care and support worker.
Janet	Helen's line manager.
Matthew	One of Letty's sons.

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

Swn y Coed Care Home provides residential care for older people. The team work very closely with the individuals they support, their families, GPs and local authorities.

Helen is a care and support worker who has worked at Swn y Coed for two years and works in a team which consists of care and support workers and shift coordinators. Helen reports to Janet, who is her shift coordinator, and they have regular supervision. These sessions can either be a face-to-face meeting or observation of practice. Helen is eager to learn and will ask for feedback on her practice.

One of the individuals at Swn Y Coed is Letty, who is 72 years old and a retired teacher. Letty developed arthritis in her forties, and it has progressed significantly, affecting her mobility. Her husband William died suddenly two years ago following a stroke. William used to deal with the couple's finances and did the weekly shopping. Letty found it hard to cope at home after William's death and she also began to feel quite lonely. With the help of a social worker and support from her eldest son, Matthew, Letty made the difficult decision to leave the home she shared with William and move to Swn Y Coed. A personal plan was agreed. This identifies support with getting up and going to bed, personal care needs and support with the administration of her medication.

Matthew and his wife live locally and visit regularly. Letty really looks forward to these visits. Her other son and his family live in Australia. Recently Matthew has bought her a tablet computer so she can contact them via video call. However, Letty often forgets how to use it and keeps asking workers for help. Only a few of the workers are confident at making video calls and can help her. This can mean that she isn't able to talk to her son in Australia as often as she would like.

At a recent observation, Janet gave feedback that although Helen is very enthusiastic, she has a tendency to 'take over' Letty's care, leaving her with very little independence or control. Janet and Helen discuss this and agree a plan of action to help Helen improve her practice. They agree that she shadows Janet and attends a training session in person centred care. Janet also suggests that Helen takes time to reflect upon how she supports individuals with their personal care and asks her to keep a reflective diary to be reviewed at the next supervision.

Following this feedback, Helen realises that in recent months she has not always taken the time to ask Letty how she wants to be supported daily because she feels that, by now, she knows Letty well. She has also felt short of time and was getting through Letty's routine as quickly as possible so that she could move on to the next person or task.

When Helen is next on shift, she makes an effort to slow down and talk to Letty, including asking how she would like to be supported that morning. Helen checks the personal plan from the previous shift to see if there have been any changes recorded by other care and support workers. Letty asks Helen to bring out a selection of clothes so that she can choose what to wear. Helen asks her if she would like a bath or shower, and prepares the bathroom for her, making sure everything she needs is within reach. Once Letty is in the bathroom, Helen makes sure the door is closed with the call bell to hand, so she can call Helen when she has finished. Once Helen has made her own notes and completed the support with Letty, she makes sure the personal plan is returned to its agreed storage place.

Helen has noticed that the morning routine is taking much longer with Letty due to the progression of her arthritis. Letty has started to become quite emotional as she is frustrated at not being able to look after herself. She is less steady on her feet when using a walking stick.

Helen notices on Letty's personal plan that other care and support workers have recorded and reported similar issues. Helen decides to speak to Janet about her concerns. Following this, the manager of the care home holds a re-assessment and personal plan review meeting including Letty, Matthew and the social worker. Following the review, a referral is made for a physiotherapy assessment.

Helen supports Letty during the physiotherapy assessment. The physiotherapist suggests that Letty uses a walking frame instead of a walking stick to enable her to walk safely. Letty is upset, doesn't want to use a frame and prefers to use her stick. Helen tries to reassure her that the frame could help her become more independent.