

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

Learning Materials – Case Study
Adult – George

February 2024



UPDATE FEBRUARY 2024

Learning Materials – Case Study

Case Study - George

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 - George

Case Study Question Set B Adult - George

Case Study Question Set C Adult - George

Case Study – George

You are going to read a case study about George, an individual receiving care from Penfro Care, a domiciliary care agency.

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

George	An individual receiving care from Penfro Care.
Gwyneth	George's wife.
Evan	George's son.
Louise	A care and support worker at Penfro Care.

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

Penfro Care is a domiciliary care agency providing personal care and support for individuals with complex care needs living in their own homes. The care and support workers are allocated specific individuals to support, which enables them to build up a good working relationship with each individual.

George is 59 years old and used to be a designer in Formula One racing. He has had MS (Multiple Sclerosis) for ten years and uses a wheelchair in order to get around. He has limited use of his upper body and can use his arms and hands for many tasks but some activities, such as writing, are difficult. A physiotherapist visits him once a week. His MS does not currently affect his speech.

In addition to his MS, George has recently been diagnosed with early onset dementia. The dementia has affected his behaviour and how he interacts with others as he can sometimes misunderstand things. During the last 10 years he has been supported at home by his wife Gwyneth and his son Evan, who is studying design and technology at a local college. As his condition has progressed, his family has been providing personal care and mobility support. They have supported George to attend his activities in the community, such as visiting friends and attending a photography group once a week. They have enjoyed taking him to different places so he can take photographs.

Since the diagnosis of dementia, they are finding it difficult to cope with the changes that are happening to George. He has lost interest in his photography and doesn't meet with his friends anymore. He is less active, spending most of his time watching TV. This is causing concern as the family feel they are no longer meeting his needs. He has learned to live with the MS, but dementia has made his situation more complicated. As a result, he has outbursts of anger, which has resulted in him being physically challenging towards Gwyneth when she is supporting him to get up and dressed.

George agrees with his family that they would benefit from external support. Gwyneth contacts Penfro Care for help. Penfro Care work with George, Gwyneth and Evan to agree a care package that identifies George's individual care and support needs. He agrees to receive personal care and mobility support. They ask George what support he would like to enable him to live well with his dementia and manage his physical well-being. He talks about his interests, such as the Formula One racing and technology. He asks if he can attend his photography group again and perhaps meet up with his friends on a regular basis. It is agreed that a team trained in dementia care will support him to achieve his goals, and they agree a personal plan.

Louise is a care and support worker who has worked for many years as part of the team at Penfro Care and has specialised in dementia care. When providing personal care for George, she uses a ceiling hoist, shower chair and wheelchair. When carrying out these tasks, she always checks with George what his preferences are, for example, offering him a choice of what to wear.

On the recommendation of the physiotherapist, Louise supports George to stand for one hour a day by using specialist equipment. This is to reduce the risk of pressure sores. Louise is also keen to engage him in activities that will stimulate and interest him and promote his emotional well-being. Louise takes the time to talk to George more about his career in Formula One and they look at photos of this together. They agree to do a project based on photos from his career. Louise suggests the use of a computer so the photographs and any text can be moved around electronically. They discuss the possibility of adding music and sound and ask Evan to help with this.

George agrees that Louise can ask his family about his working life. She arranges with them to put photos onto the computer for her to access with George. They tell Louise that George used to be quite active on social media with his friends and other racing car fans.

Louise plans the activity for the following week and George is enthusiastic. When she arrives, he is eager to start the activity and completes his personal care tasks without displaying any signs of challenging behaviour. George is engaged in the project and at the end of the session, they post some of their work on social media. Over the next few days George enjoys talking to Louise and his family about the positive comments he is getting from his friends and other racing car fans about the post. He decides to email his friends who live nearby to arrange a get together.

George's behaviour begins to change as he regains interest in what he used to enjoy.