

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

Learning Materials – Case Study
Adult - Alwyn

February 2024



UPDATE FEBRUARY 2024

Learning Materials - Case Study

Case Study - Alwyn

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 - Alwyn

Case Study Question Set B Adult - Alwyn

Case Study Question Set C Adult - Alwyn

Case Study – Alwyn

You are going to read a case study about Alwyn, who has recently started receiving domiciliary support.

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

Alwyn	The individual receiving domiciliary support.
Bronwyn	Alwyn's daughter.
Steven	Alwyn's care and support worker.
Debbie	Steven's line manager.

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

Alwyn is 78 years old and is a retired engineer. He has early symptoms of dementia and has been assessed to have full capacity at this time. He lives with the effects of arthritis, which means he needs support with mobility and personal care. Alwyn's wife used to provide the support he needed but has recently died.

In the past, a social worker discussed with Alwyn and his daughter, Bronwyn, about having the support of a domiciliary care agency. Bronwyn was reluctant after reading news articles about the quality of some care services. Although Bronwyn lives nearby, she works full time and is not able to support Alwyn during the day. She reluctantly agrees that support is now required as Alwyn is forgetting to take his medication and to eat.

The social worker helps Alwyn and his daughter choose a local domiciliary care agency. They arrange for an assessment with the service manager, who puts a personal plan in place. It is agreed Alwyn will be visited twice a day, 7 days a week.

Steven has been allocated as one of Alwyn's care and support workers. He is looking forward to seeing Alwyn as it would be his first visit since completing his induction with the agency. Steven makes his first visit in the morning. He introduces himself and talks to Alwyn about his family and career. He then tells Alwyn about his own family. He also mentions that he lives nearby and knows one of Alwyn's relatives. Alwyn says that he does not want anything shared with anyone else. Steven reassures him that he would never share information anyway, as he has a duty to maintain confidentiality. Steven asks if he can look in Alwyn's personal plan. Alwyn agrees and Steven has a quick look to find out the information he needs.

Steven asks Alwyn if he has had breakfast and Alwyn says he is not hungry. Steven notices in the personal plan that Alwyn didn't have breakfast the day before. Steven talks to Alwyn about this. Alwyn says his wife always used to buy his favourite food but now his daughter does the

shopping, and she doesn't get the right things. Steven suggests they make some toast today and make a shopping list of things Alwyn would like to eat, and he agrees.

Before they prepare the toast, Steven checks the personal plan for allergy information and sees it is blank. He asks Alwyn if he has any allergies and Alwyn says that he can't remember. Steven is concerned and telephones his office, and they confirm that Alwyn doesn't have any allergies. Alwyn is upset that Steven has telephoned someone without his permission and says, "it makes me feel like a child". Steven says he is sorry and changes the subject.

Steven is unsure whether Alwyn has had a shower recently because the personal plan records are incomplete for some of the days and some others are unreadable. After breakfast, Steven asks Alwyn if he would like support to have a shower. Alwyn says he doesn't want to have a shower because he slipped a few weeks ago and feels unsteady.

Steven suggests that he could speak to his manager for guidance as they may be able to arrange for some equipment to help. He suggests that for today, he could support Alwyn to have a full wash instead. Alwyn is happy with this and Steven records this.

Steven asks Alwyn about his interests. Alwyn says he used to go to church every morning with his wife and says he would like to be able to start attending again. Alwyn also says that he never goes out of the house. Steven advises that church may be too difficult for Alwyn right now and recommends that he thinks about it in the future. Alwyn reluctantly agrees.

After leaving Alwyn, Steven reflects on the visit and feels a little uneasy about the fact that there were incomplete and unreadable records of Alwyn's personal care. He decides to telephone Debbie, his manager, to ask for advice. She thanks Steven for raising the concern and says she will look into it. Steven mentions to Debbie that he thinks Alwyn may need some equipment to help him have a shower but isn't sure about the process or what is available. She says she will arrange for an occupational therapist to visit and suggests Steven may want to do some research on aids and adaptations as part of his continued professional development.

Steven also mentions that he has been thinking about what he said to Alwyn about knowing one of his relatives, and he is now concerned that he has overstepped his role. Debbie states that they could look for ways in which he could learn more about professional boundaries. She suggests that he may want to shadow an experienced care and support worker making an initial visit to an individual. She arranges to have a supervision meeting with him the next day and asks him to fill in a reflective practice sheet that he was given in his induction.

Later that day, Steven thinks about Alwyn's wish to start attending church again and get out more. Steven decides to look at the church website and discovers that they will collect people to attend services and they also run social activities. He makes a note of this to discuss with Debbie.