

City & Guilds Level 2 Health and Social Care: Core

Learning Materials – Case Study
Adult – South Lodge

February 2024



UPDATE FEBRUARY 2024

Learning Materials – Case Study

Case Study – South Lodge

Unit 001 and 006

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 - South Lodge

Case Study Question Set B Adult - South Lodge

Case Study Question Set C Adult - South Lodge

South Lodge's Case Study

You are going to read a case study about South Lodge, which is a residential care home in a market town.

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

Beth	An individual at South Lodge.
Dan	Beth's husband.
Annie	Beth's daughter.
Margie	A care and support worker at South Lodge.

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

South Lodge is a small residential care home situated in a market town in Wales. With only sixteen residents, it aims to provide high-quality, person-centred support. The home also promotes its strong links within the local community and emphasises the importance of supporting residents to remain part of this community. For example, residents are supported to go to clubs and activities at the local community centre. The home also holds events throughout the year, and these are open for local people to attend.

Beth is 75 years old and married Dan five years ago. They met when he was a volunteer driver at the community centre lunch club and used to collect her and take her home. They became close despite the fact he is twenty years younger than Beth. Within three months of meeting, Dan had moved into Beth's house, and they had got married. Annie, Beth's daughter, was very shocked but was advised by a solicitor that as Beth had the right to agree to the marriage, it was not possible for Annie to take any action.

Beth came to stay at South Lodge two months ago following a stay in hospital after breaking her collarbone in a fall. The paramedics who attended to Beth at the time reported concerns to the health team at the hospital regarding a possible assault and neglect by her husband, Dan. They also mentioned that neighbours had heard Dan shouting at Beth and calling her names several times over the weeks leading up to the fall. In addition to this, Annie told the health team that she thought Dan had married Beth for her money and was neglecting her. Annie said her mother had always had periods of depression and anxiety and, during these times, she needed support to look after herself. Annie said that before her mother married Dan, she used to stay with Beth and provide this support, but Dan now refuses to let Annie into their home.

As a result of all this information, the health team made a safeguarding referral. There was a multi-agency investigation including the health team, social services, and the police. The investigation was inconclusive, and no further action was possible. Beth did not disclose any assault, specific neglect or abuse and said that Dan was "a good man". Beth had the support of an independent advocate during the investigation.

Annie was frustrated by the outcome of the investigation and was extremely worried about her mother returning home to Dan after her stay in hospital. Annie lives 50 miles away and is unable to keep a close watch on the situation. She persuaded Beth that she needed additional support and time to think about the future, and that she should have a few months at South Lodge before deciding what to do.

Dan did not seem concerned about Beth's move into South Lodge and has been visiting her every other day. Annie avoids visiting at the times she knows Dan may be there. The staff at South Lodge have been told by their manager that there was an investigation while Beth was in hospital, but the results were inconclusive. They have been told that they need to be alert to possible signs of abuse or possible disclosure by Beth in line with the 'All Wales Safeguarding Procedures 2019'. The manager has also reminded them about what has been learned from reports into serious failures to protect people such as Beth.

The workers find the conflict between Annie and Dan very difficult. The team also say it is difficult because most of them live locally and are aware of a great deal of gossip about the family. Their manager has advised them not to get involved.

Margie, a care and support worker, has noticed that Beth has become quieter, less active and increasingly low in mood over the last month. Margie has been recording and reporting her concerns according to South Lodge's policies. In addition to this, she is spending regular time with Beth. Margie has been asked to work with Beth on her personal plan to try and identify outcomes that Beth would like to achieve while she is at South Lodge.

Beth often tells Margie that she feels "useless" and to blame for the trouble in her family and is very critical of herself. Beth also says that she knows that everyone is talking about her. She does not want to join in any group activities or go out and about in the community. Beth is reluctant to talk about making any plans, but says she values having time to talk to Margie. Margie has told her colleagues that she understands how difficult the situation is for Beth because of her own experiences. When Margie was a child, she had to leave home suddenly and move to a refuge with her mother because of domestic violence between her parents. This led to a lot of conflict within the whole family.