

# EMERGENCY RESPITE - A CLIENTS STORY

*\*The name of this client has been changed within the case study to protect their privacy*

## BACKGROUND

Source Care received an urgent request from a social worker on a Tuesday morning regarding emergency short term respite for Eve, a service user with learning disabilities, for 2 nights on Thursday and Friday of the same week.

Eve attended Social Link on weekdays, so she needed care and respite nights around her hours at Social Link.

Eve's emergency situation was due to her current supported living closing down in the same week at very short notice. A longer-term alternative placement had been found for Eve, but the move date was not until Monday of the following week and therefore she required interim care and support.

Our team are very experienced at dealing with emergency requirements and we knew we would be able to provide Eve with the support she needed.

Our Respite Care service provides a **reliable, safe and secure** environment, with **1:1 support and flexibility** for families benefiting from a **regular break too**



Assessment and paperwork were completed, including risk assessments and medication MAR's sheet. Arrangements were then made for Eve to visit the property and be introduced to staff.

## OUR RESPONSE



## THE RESULT

Eve really enjoyed staying at the respite property and her mother commented on how she was very impressed with how quickly we put together the respite for her daughter in this emergency situation.

Eve's mother was very impressed with our respite property and said the respite accommodation was lovely and the staff were very professional and supportive.

Prior to the placement, Eve's mother was worried Eve was going to be stressed and unsettled with the change in environment, however she said Eve went back home very happy and with no stress.

We were delighted to hear Eve was happy and enjoyed her stay, as we are aware an emergency situation with a change of environment and circumstance can be very unsettling for people with learning disabilities, which is why at Source Care, and with all our respite clients, we strive to ensure they have a home from home experience in a safe and secure environment.