

Anonymous Case Study: Positive Impact of Personal Assistant Support

This anonymised case study is based on client feedback regarding the support provided by a Personal Assistant (PA). All identifying details have been removed to protect confidentiality.

Background

A family member had been supporting their elderly mother and managing her day-to-day care needs. Over time, the responsibilities became increasingly overwhelming, and the family sought additional support to help ensure the mother's needs were consistently met.

Support Provided

A Personal Assistant (PA) was introduced to work closely with the family and provide practical, flexible support. The PA adapted well to the family's routines and worked collaboratively with both the client and their mother to ensure care was delivered in a way that was responsive, respectful, and person-centred.

Outcome

The family reported being extremely satisfied with the PA's support. They described the PA as hardworking, professional, and flexible, highlighting how effectively she helped meet the mother's needs. A particularly important outcome was the strong and trusting relationship the PA developed with the mother, who became very comfortable with her presence and support.

The family member also shared that the PA's involvement had significantly reduced the pressure they had been feeling. Before support was in place, they had felt overwhelmed by the demands of caregiving. With the PA's help, they felt reassured that their mother was receiving high-quality support, and this brought them a great sense of relief.

Client Feedback Summary

"The support has taken a huge weight off my shoulders. My mother is very comfortable, and things are working really well."

Current Position

At present, the family feels that the existing support arrangement is working very well and they are not seeking any additional support. The PA placement has had a clearly positive impact on both the client and their mother, demonstrating the value of well-matched, flexible, and compassionate support.

Key Themes

- Strong professional and personal rapport between PA and client's mother
- Flexible and person-centred support
- Improved wellbeing and reduced stress for the family member
- High satisfaction with the quality and consistency of care
- No further support currently required