Case Study – M

M is a widowed lady living with dementia. I have been working alongside her daughter, who holds Lasting Power of Attorney (LPA), to help ensure the right support is in place to maintain M's safety and wellbeing at home.

At the point of involvement, there were concerns around **self-neglect** and **risk of falls**, and it was clear that M required support with a number of daily living tasks, including **meal preparation/food**, **medication**, **personal care**, and **support with moving around safely**.

The family had arranged support through an agency, however there were ongoing concerns regarding the financial sustainability of this arrangement. As part of my involvement, I liaised with the **social worker** and the **Direct Payment Team** to request that the direct payment be **backdated**, in recognition of the care already being provided. This was successfully agreed and implemented.

I also supported M's daughter with the practical steps involved in setting up and managing the direct payment, including support with the **bank account**, **Money Carer portal**, and related arrangements. This was important in helping the family feel more confident in managing the process.

At present, I continue to support the family with the **financial reassessment** process. I have also contacted the council to request that the **agency rate** be considered by panel, as the current agency cost is higher than the standard **PA rate**. We are currently awaiting an outcome.

Overall, my role has been to help reduce barriers for the family, ensure the correct financial and practical support is in place, and help maintain a safe care arrangement for M in the community.

Outcome / Reflection

This work has helped to ensure that M continues to receive the support she requires, while also reducing some of the pressure on her daughter in managing a complex care and funding arrangement.