

## SCENARIO FOR SOCIAL WORK INTERVIEWS – PD&SI TEAM, WHINFELL

Sarah is a young mother with aggressive MS. She is a wheelchair user living in an adapted house with her 12 year old daughter and her husband who works full time.

Sarah has a large package of care via Direct Payments and employs her own carers. She also has ILF with which she purchases extra support that enables her to be taken out shopping and to socialise. Over the past few months, Direct Payments returns have not been sent in as required and there is a danger that payments will be suspended.

Sarah is fiercely independent and expects very high standards from her carers. She has had several changes of carers when they have not met her expectations and is now finding recruiting new staff problematic as word has got around that she is "difficult".

The only carer that has remained with Sara from the beginning has recently contacted Social Services with concerns about unexplained bruising on Sarah's arms and chest. Sarah has become withdrawn and tearful but refuses to talk about any problems she may be having.

Sarah's daughter is rude and resentful towards carers who she sees as invading her space, and has been observed openly arguing with and shouting at Sarah. Sarah has short term memory problems and often repeats herself. Her speech is slurred and it can take a long time for her to verbalise – this clearly tries her daughter's patience.

Carers rarely see Sarah's husband – he is either working or out of the house. There are unconfirmed suspicions that he might have alcohol problems. The Social Worker has tried unsuccessfully to arrange a case conference with Sarah's husband and daughter to discuss the current situation but all the suggested times and dates so far have been rejected.

- 1) What do you consider to be the main issues in this case?
- 2) Can you discuss how you would address the issues you have identified?