



Hospital and Home

The importance early intervention

12th December 2024

Sue and Michael

Sue and Michael, from East Cornwall, found themselves guided to the Hospital and Home team by a local community support worker. Both had recently faced tribulations with their health.

During their day to day lives, Michael had shouldered the majority of household tasks, as his wife's physical well-being had rendered her unable to help. However, with Michael now grappling with his own health challenges, the rhythm of their daily lives faltered and he began to find it increasingly arduous to manage the household tasks and care for his beloved Wife.

The challenges of caring for our loved ones

As their health waned, their daughter welcomed a newborn into the world, shouldering the weight of nurturing a tiny infant alongside another young child. She found herself grappling with the challenge of finding time to assist and care for her Mum and Dad.

In response to this, the team arranged a visit to the couple, with their daughter present to lend support & advice. During a guided conversation, accompanied by a thorough assessment, it became evident that without a timely package of care, at least one of the couple might require hospitalisation, putting further strain and anxiety on an already difficult situation.

'Both Sue and Michael struggled with their nutrition and mobility. The environment, too, had grown chaotic, heightening the risk of trips and falls.'



***"It felt good to talk to
someone who cared, listened
and highlighted possible
solutions"
A Loving Daughter"***



“The help from the Hospital and Home team has been so special” Sue

Putting the right steps in place

A four-week support package was agreed upon, primarily focused around [Age UK Cornwall's Active Living Support](#), which provides companionship, shopping services, and offers assistance to help people complete household chores like vacuuming and cleaning. These tasks were proving challenging for their daughter to manage, as she also had her own home and young children to care for.

The team also explored additional support options, such as the [Cornwall Carers Service](#). Since both Michael and daughter were looking after Sue, with the daughter also caring for her dad. They decided to monitor the situation over the next few weeks and she would reach out to The Carers Service if necessary, providing a much needed contingency plan.

Making positive strides

In the fourth week, the prospect of continued support was contemplated, yet the family chose to forgo this, having found a healthy rhythm with their daughter visiting weekly to assist with tasks Sue & Michael could no longer manage. During these moments, they have found great joy in the delightful distractions provided by their grandchildren.

All the family are well-versed in accessing community support services; and have both the [Community Gateway](#) & [Carers Helpline](#) contact details – should their circumstances change.

Sue and Michael's story highlights how a brief intervention can offer solutions that can help guide people through difficult circumstances. Initially, these challenges seemed unavoidable, but by putting the right steps in place the family felt empowered to uncover pathways toward reclaiming their independence, choice, and control.

For help and support, you can contact the Community Gateway, 365 days a year – 8am – 8pm.
welcome@kernowgateway.org.uk



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