

Care and Support Plan Review (15)

Personal and General Details

frameworki ID	7230691
NHS No.	6345144266
Title	Mrs
Forename	Sakina
Surname	Afrasehabi
Preferred Name	
Address	Flat D 281 Ladbroke Grove London
Postcode	W10 6HE
Tenure Type	
Household Structure	Lives with others
Phone Numbers	Home : <div></div> Mobile : <div></div>
Date of Birth	04/04/1952
Age	63
Ethnicity	Other Ethnic Groups
First Language	Farsi (Persian)
<input checked="" type="checkbox"/> Interpreter required?	

GP Details

GP Name	<div></div>
GP Address	<div></div>
GP Telephone	<div></div>
Date Review started	10/08/2015
Advocacy Support	

Mrs Afrasehabi's daughter, Nazanin was present to interpret and advocate on her behalf.

Attendees and others involved in review

Name	Role / job title	Attended? (Yes / No)
Mrs Sakina Afrasehabi	Customer	Yes
Miss Nazanin Aklani	Daughter	Yes
Tinuola Akinsanya	Independent Living Assessor (RBKC)	Yes

Consent and Sharing Information

Was there a conversation with the person about what personal information will be stored, how it will be stored and who will have access to it?

Yes

If No, give reasons

Was there a conversation with the person about what information will be shared, with whom and why?

Yes

If No, give reasons

Did you give the person an information leaflet with details on how we use the information given to us?

Yes

If No, give reasons

Was consent given for information to be shared as needed?

Yes

Details of any limitations on sharing information

Signature of person being assessed

Date of discussion with person if they have agreed to consent detailed above but not signed: 10/08/2015

To the person assessed - if there is inaccurate information in this assessment please let us know right away, otherwise we will presume it is accurate.

Involvement in Review

- . How has the person been involved in planning for this meeting?
- . What issues has the person raised?
- . How should the review be structured so that they are able to participate as fully as possible?

Details

Care review was booked with daughter, Nazanin as Mrs Afrasehabi advised to book this through her daughter.

Mrs Afrasehabi needs an interpreter. She relies on her daughters to interpret for her. She was given quality time to express her concerns in her language. Her daughter, Nazanin was present to interpret for her.

Does the person have access to their support plan?

Yes

Comments

Copy of support plan will be sent to Mrs Afrasehabi.

Quality of Life Survey

Quality of Life

This survey was devised by the Personal Social Services Research Unit (PSSRU) and uses the Adult Social Care Outcomes Tool (ASCOT). This is a nationally validated tool.

1.Which of the following statements best describes how much control you have over your daily life? By 'control over your life' we mean having the choice to do things or have things done for you as you like and when you like

I have no control over my daily life

2. Thinking about keeping clean and presentable in appearance, which of the following statements best describes your situation? By 'keeping clean and presentable' we mean feeling as personally clean and comfortable as you want to be, or at best, being dressed and groomed in a way that reflects your personal preferences

I feel clean and am able to present myself the way I like

3. Thinking about the food and drink you get, which of the following statements best describes your situation? When thinking about food and drink consider whether you feel your diet is varied and appropriate to your dietary or cultural needs, and whether you get enough food and drink that you enjoy at regular and timely intervals.

I get adequate food and drink at OK times

4. Which of the following statements best describes how clean and comfortable your home is? When thinking about how clean and comfortable your home is please think about all of the rooms in your home environment.

My home is adequately clean and comfortable

5. Which of the following statements best describes how safe you feel? By feeling safe we mean how safe you feel both inside and outside the home. This includes fear of abuse, falling or other physical harm.

I feel less than adequately safe

6. Thinking about how much contact you've had with people you like, which of the following statements best describes your social situation? By 'social contact' we mean being able to have meaningful relationships with people you like - friend or family - if you want to. We also mean feeling involved in, or part of, a community if this is important to you.

I have some social contact with people, but not enough

7. Which of the following statements best describes how you spend your time? When thinking about how you spend your time, please include anything you value or enjoy including leisure activities, formal employment, voluntary or unpaid work and caring for others.

I do not do anything I value or enjoy with my time

8. Which of these statements best describes how having help to do things makes you feel or think about yourself? By help we mean things family or friends might do for you as well as care and support services provided by staff who are paid to help you. When answering please think about how you feel when you need help with things even if you don't get any help at the moment.

Having help sometimes undermines the way I think and feel about myself

9. Which of these statements best describes how the way you are helped and treated makes you feel or think about yourself? By help we mean things family or friends might do for you as well as care and support services provided by staff who are paid to help you. When answering please think about the way that you are treated by the people who help you and how this affects your dignity and how you feel about yourself. If you don't have any help to do these things, please think about how having no help affects your dignity and how you feel about yourself.

The way I am helped and treated sometimes undermines the way I think and feel about myself

Which statement best describes your health in general?

Very bad

Personal Outcomes

Previous Personal Outcomes

Personal Outcome	Well-being Area	Aim	Who	Achieved?	Comment
Mrs Afrasehabi would like to do things herself but she has restricted access at the moment e.g shopping,going out for walk.	Control over day to day life	Improve wellbeing in this area	Person being assessed		
Mrs Afrasehabi would like to have a new walker to aid her mobility	Personal Dignity (including being treated with respect)	Improve wellbeing in this area	Person being assessed		
Mrs Afrasehabi would like to move to a basement flat or a building with lift access.	Suitability of living accommodation	Improve wellbeing in this area	Person being assessed		
Mrs Afrasehabi needs a new fridge as ice keeps building up in her fridge. This blocks the space in her fridge and there is no sufficient space to put food in the fridge.	Domestic, family and personal relationships	Maintain wellbeing in this area	Customer carer		
Mrs Afrasehabi would like to go on holiday to █████ to see her sisters.	Domestic, family and personal relationships	Maintain wellbeing in this area	Person being assessed		
Mrs Afrasehabi would benefit from CAS pendant alarm to seek for help in the event of emergency.	Protection from abuse and neglect	Improve wellbeing in this area	Assessor		

Carer/s

Is there an informal Carer?

Yes

If yes, ensure the Carer is added to Frameworki, and enter their details below.

Carer Details - 1

Name of Carer	Nazanin Aklani
Carer ID	
Carer Date Of Birth	Nazanin Aklani
Is the carer willing and able to continue to provide support?	
Yes	
If Yes, then at what level?	

Did the carer decline an assessment?

No

To record a Carer's Assessment go to the carer's record on Frameworki, open up a new episode 'Carer Assessment and Support Plan', and complete the document 'Carer Assessment and Support Plan'. Complete a separate assessment for each carer identified.

Review Summary

Brief summary of current / existing support (including paid care and informal / health support etc)

Mrs Afrasehabi is currently assisted by her daughters Nazanin and Mona. Nazanin is her informal carer. She is restricted with going out at the moment due the stairs in the building. Nazanin visits about four times a week to assist her mum with her personal care, domestic tasks, sorting out correspondence and takes her out in the community. Mona also visits her mum when Nazanin is not available. Mrs Afrasehabi does not have any homecare services in place. Her needs are met by her family.

Have there been any changes to the what the person would like to achieve? (i.e. their Personal Outcomes)

Mrs Afrasehabi is worried about using her walker in the community as the brakes are not working and also worried about her accommodation due to the amount of stairs (30 steps) she has to climbing to her flat.

Have there been any changes to the person's physical/mental health, caring role etc

Mrs Afrasehabi recently lost vision in her right eye and ripped the tendon in her shoulder. As a result of this, her going out in the community has reduced. She relies on her family to guide her with climbing and going down the stairs in the building. Mrs Afrasehabi feels dizzy and tired when her blood sugar is low. She has had 4 falls in the past month on the pavement in the street and on the stairs in her building due to her health conditions (Arthritis, swollen legs, high diabetes, Hypertension, Asttma, loss of vision in right eye, ripped tendon in shoulder)

Have there been any changes to the person's Needs?

Consider areas such as basic care activities, social/housing situation, finances and financial management, relationships and social contact.

Mrs Afrasehabi is an Iranian lady who lives in Ladbroke Grove. She is a practising Muslim. She gets assistance from her two daughters Nazanin and Mona who comes regularly to help her with her day to day tasks. Nazanin is Mrs Afrasehabi's informal carer. Mrs Afrashehabi now lives on her own but her son lives close by. She cares for her son who . She reports that her son will come to her flat most days and will often sleep there.

Mobility: Mrs Afrasehabi lives on the top floor of the building where she lives. She reported that she is struggling to climb up and go down the stairs in the building due to her mobility and health issues. There are 30 steps in the building that lead to the entrance of her flat. There are also 5 steps from lounge area in her flat down to her bedroom. She climbs this with the aid of the hand rail by the stairs. Mrs Afrasehabi reported that she uses her walking stick to mobilise in her flat

when she is in a lot of pain. She also has a walker which she uses to go out in the community. She is being guided by her daughter to use the stairs when she is going out. She is diabetic and when her blood sugar is low, she feels dizzy and falls as a result of this. It was reported that Mrs Afrasehabi had 4 falls in the past month on the pavement in the street and on the stairs in the building.

Transfers:

[REDACTED] Mrs Afrasehabi also has a bath lift in situ which she is able to use independently. She is able to mobilise with the aid of her walking stick and transfer safely in her flat.

Self care:

Mrs Afrasehabi is able to eat and drink well. She is on a special diet because of her diabetes. She is also able to have her bath, wash and dress up independently. Her laundry and most of her domestic tasks are completed by her daughters. Nazanin now lives in [REDACTED] and Mona lives in [REDACTED]. They both visit their mum about four times a week to assist her with her daily tasks.

Everyday tasks:

Due to Mrs Afrasehabi's health condition, she is not able to complete most domestic tasks. Her family assist her with her meal preparation, food shopping, sorting correspondences, laundry and other housecleaning. Nazanin advised that she prepares her mum's meal and keeps some in the fridge for her to eat when they are not there. Nazanin takes her mum out when she is around as she gets very depressed.

Medication:

Mrs Afrasehabi informed that she self medicates and takes 25 tablets a day. She is able to check her blood sugar levels herself. Nazanin picks up her mum's medication from the chemist and checks if her mum has taken her medication as she sometimes forgets. Nazanin also checks her blood pressure when she is around.

Relationships:

Mrs Afrasehabi informed that she has good contact with her family and friends. They mostly come to her flat due to her mobility and the stairs situation. Mrs Afrasehabi advised that she still misses her sisters [REDACTED] and would like to pay them a visit soon. Her son who lives close to her also visits almost every day and sometimes sleeps in her flat.

Accessing work/training:

Mrs Afrasehabi advised that she used to work in Punch and Judy Nursery in Earls Court but stopped working due to illness. She also did hygiene course as she was working with children. She advised that she is not able to work or volunteer due to her health condition.

Accessing Facilities:

Mrs Afrasehabi advised that she is very tired by the time she finishes going down the stairs and does not go out a lot because of this. She advised that if she has proper access to the street, she would like to go out more regularly. Her Doctor advised her to be doing more exercises but she is not able to achieve this due to access problems in the building she lives. She still manages to go out to Kensington Leisure centre twice a week for swimming with her daughter's assistance.

Accommodation:

Mrs Afrasehabi is still on waiting list on the housing register to be moved to another suitable property but has not seen any suitable accommodation yet. Nazanin advised that she has been on the list for over 10 years. Mrs Afrasehabi advised that she has regular safety checks from the council for gas, boiler, and fire smoke alarm safety checks. She experiences difficulty using the stairs to her flat which is located on the third floor with no access to a lift. There are 6 stairs down the pavement from the front door, 30 steps from the front door to the front of her flat and 5 steps from her lounge down to her bedroom. Mrs Afrasehabi needs assistance to manage the stairs, meaning she cannot go out alone.

Mrs Afrasehabi reports that she would like to be able to access the community more but cannot due to the difficulty using the stairs and therefore spends the majority of her time at home. Mrs Afrasehabi advised that she does not mind staying in her flat if she can get equipment to assist her in climbing the stairs.

****If there have been significant changes in the above areas since the last assessment / review then please complete a new Core Assessment form instead****

Review of extent to which the current package is meeting the personal outcomes and needs of the customer

Customer's views

Mrs Afrasehabi is not happy with her current housing situation as she would love to go out more regularly but she is restricted because of the stairs in the building. She also express that she does not mind living in the building if an equipment is put in place to assist her to climb the stairs as she has been waiting for too long for the housing department to move her and unsure if they have anything to offer at the moment.

Views of Carer/family/friends

Nazanin expressed that her mother gets depressed when she has not been out. She relies on them to assist with the stairs and would be happy if a basement flat can be secured for her mum or a building with lift access. Nazanin does not want her mum to be moved to an estate as she is worried about her brother [REDACTED] She is aware that she needs to contact the housing team regarding the housing issues.

Views of supporting agencies and other professionals

None

Reviewing practitioner's views

In my own opinion, Mrs Afrasehabi needs to be referred for occupational therapy assessment regarding climbing her stairs as she would like to be as independent as possible. Mrs Afrasehabi expressed that she is able to walk independently in the community with the aid of her walker if not for the stairs in her building. She has also been referred to CRT team for replacement of walker/ maintenance as her current walker is not issued by Medequip. Mrs Afrasehabi would also benefit from having CAS pendant alarm to seek for help in the event of emergency.

Risks

Mrs Afrasehabi is at risk of falls due to her health condition and situation of the building she lives in.

If the person is eligible for support which of the following personal budget management options will they now be using?

<input type="checkbox"/> Direct Payment managed by customer	<input type="checkbox"/> Direct Payment managed on behalf of customer by a third party (as nominated by the customer)	<input type="checkbox"/> Direct Payment managed on behalf of customer by a suitable person (where the customer lacks capacity)
<input type="checkbox"/> Direct Payment managed by ASC on behalf of customer	<input type="checkbox"/> Care package managed by ASC on behalf of customer	<input type="checkbox"/> Not yet known

If the person receives a Direct Payment has evidence been provided which demonstrates that support is being purchased appropriately and as agreed in their support plan. Are they are submitting regular returns in accordance with the contractual agreement?

Comments

Health and Social Care Needs

Would the person benefit from a period of rehabilitation (including provision of further equipment)?

If the answer to this is Yes - **do not record Health and Social Care Needs section below, nor determine eligibility** until this work is complete. Record details of what is to be provided below and then either

a) implement short term / quick solutions and proceed to Health and Social Care Needs section below and eligibility decision once this support has been provided, or

b) move on to Record of Completion section and select a decision of Pause and finish the episode. Once the reablement/preventative work is completed, re-assess and this time include Health and Social Care Needs and an eligibility decision.

☐ Yes

☒ No

Details

Health and Social Care Needs

Eligibility Outcome	Ability	Description	Significant	Eligible
Making use of necessary facilities/ services	Unable - without assistance	Due to Mrs Afrasehabi's mobility and health conditions, she is struggling to climb or go down the stairs in her building. There are 30 steps in the building and 5 steps outside the front door to the pavement on the street. She has been restricted in going out independently to do her shopping and undertaking in other activities as a result of this.	Yes	Yes
Being able to make use of the home safely	Unable - without assistance	Mrs Afrasehabi has a 3 wheeled walker which she uses when going out in the community. Due to the brakes on the walker that are not working, she is at risk of falls if she continues to use it.	Yes	Yes
Managing and maintaining nutrition	Able without assistance but endangers the health or safety of the person or others	Mrs Afrasehabi's fridge is not able to store food in right temperature due to frost that keeps building up in the fridge. When this builds up, it blocks space in the fridge and there is hardly space to store food. Nazanin advised	Yes	Yes

Eligibility Outcome	Ability	Description	Significant	Eligible
		that they have defrosted the fridge, turned the temperature up and down but these did not help.		
Family or other significant personal relationships	Unable - without assistance	Due to Mrs Afrasehabi's financial situation, she is unable to go on holiday at the moment. She informed that she misses her sisters in [REDACTED] and would like to go [REDACTED] with her son (Mohammed) and daughter (Nazanin). Mrs Afrasehabi has not decided when she would be going yet.	No	No
Making use of necessary facilities/ services	Unable - without assistance	As Mrs Afrasehabi now lives alone and she is at risk of falls due to her home environment and her health condition. She needs a CAS pendant alarm to be able to summon assistance in the event of emergency.	Yes	Yes

Person Eligible?

Yes

Reason/s

There is a significant impact on Mrs Afrasehabi's wellbeing due to needs that arise from a physical illness. Without support in place, she would find it difficult to undertake her daily activities.

Further Actions (*)

Has the person or their carer requested and / or been offered self-directed support?

No

Is an assessment for fully-funded NHS Continuing Health Care indicated?

No

Further details

Is a Mental Capacity Assessment(s) indicated?

No

Further details

If the person is under s117 of the Mental Health Act then is a review of this status indicated?

No

Details

Is a referral for Telecare installation now intended?

Yes

If Telecare is already in place is it still working and effective?

Not applicable

Further details

Mrs Afrasehabi would be referred to Community Alarm Service for pendant alarm to be able to summon assistance in the event of emergency.

Would the service user be happy for the fire brigade to contact them with regard to a free fire safety check?

No - declined

Workers in RBKC and WCC should go the London Fire Brigade website - <http://www.london-fire.gov.uk/HomeFireSafetyVisit.asp> - to request a fire safety check on behalf of the service user

Action Summary

Action	Responsibility / Status
Referral to CAS for Pendant alarm	Tinuola to complete
Referral for occupational therapy assessment re; building access.	Tinuola to complete
Check if Customer is eligible for provision of new fridge with Local support payment team.	Tinuola to complete
Referral to CRT for new walker/maintenance	Completed by Tinuola

Record of Completion (*)

Is this an Unplanned Review? No

If Yes, give reason:

☒ Review completed (check when complete)

Date completed 10/08/2015

Other reports / assessments consulted as part of this review

Report / assessment	Attached? (Yes/No)

Review Decision

Community based services intended or started

☒ Review authorised? (Check the box when review is authorised)

Will the person be given a copy of this review?

Yes

Details if No or Not applicable

To the person completing the Review - please complete an updated Care and Support Plan, and schedule the next Review, unless circumstances have changed significantly and either re-assessment or closure is indicated.
To the person whose support has been reviewed - if there is inaccurate information in these review notes please let us know right away, otherwise we will assume that you agree with this assessment.