Helen’s ‘Assessment Visit’

Worker: Hello, I’m \*SW Name Here, we spoke on the phone last week, I’ve come from adult social care to do a review of your support.

Helen: Oh yes, I remembered because I wrote it down in my calendar, I remembered your name too.

Worker: That’s great. I’ve come to see you today to get to know you and find out how your support is working for you. If you’re comfortable, can you tell me a little bit about yourself and how it’s been going?

Helen: Yes well, I’m 50 years old. Oh, I didn’t offer you a drink, can I get you anything?

Worker: Oh, thank you, a glass of water would be fantastic please, it’s quite warm outside.

Helen: it is isn’t it, but I do love it when the weather is nice, I go out in the garden, I like to keep on top of the weeding and them bleeding slugs that eat all my plants. I bought some pellets from the garden centre at the weekend and was able to put those down today.

Worker: Ah so you enjoy gardening then? I’m not very green fingered, wouldn’t know a weed from a flower.

Helen: Haha, yes. I just love being outside actually. I’ve never been one for sitting around inside, always out and about.

Worker: Ah great, what other things do you like to do out the house then?

Helen: All sorts, I used to do a lot more.

Worker: What do you do now then?

Helen: I can only really go out when I need to do the big shop, my son comes and carries all of the bags from the trolley to the car but other than that I potter at home by myself. I have lovely ladies from the agency who come in a see me for a while though so that breaks up the day.

Worker: You mentioned your son helps you bring the bags to the car, is that your car Helen? Do you still drive?

Helen: It is my car yes, but I can’t drive it at the moment so I put my son on the insurance so he could use it, saves it rusting up outside.

Worker: You said you have a son Helen, who else is important to you?

Helen: Well, I have my mum, for 70 years old she’s still fit as a fiddle, we go out for coffee and I go for tea at her house twice a week. My son drives me now.

Worker: What else do you enjoy doing in the week?

Helen: Well apart from shopping with my mum and son and gardening I used to love going to watch Bradford City games, I haven’t been able to do that in such a long time because I don’t want to let the care workers down that come on a Saturday lunch time to see me and help around the house.

Worker: If you want to go to the football Helen you can cancel the visits.

Helen: Really, I don’t want to be a bother and the ladies who visit are really nice.

Worker: They would be fine and understand.

Helen: Well, I have a friend who I used to go with, she stopped calling asking me to go because I think she was fed up of me saying no. I will give her a call.

Worker: that sounds like a great idea. You shouldn’t have to give up something you love! I can let the agency know that you may be removing some calls on a Saturday when you’re planning to go to the football with your friends. The support should work for you, not hold you back.

Helen: that would be great. Also, sometime, with the visit being at lunch time, and me being an early riser, I do find that I am stuck a little waiting when I could be out doing things.

Worker: Ok, so what time would suit you best? What task do they help you with?

Helen: Well, they come and help me get some lunch and when I am not going out for tea they make a sandwich I can have later. I am also not really liking having so many sandwiches either, so started buying some microwave meals I can just pop in the microwave, but they aren’t very healthy!

Worker: What would work better for you Helen?