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CALL helps to keep a client out of hospital enabling her to remaining at home as requested until death

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CALL helps a long-term client to remain in her own home until death

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CALL provides support to both a cancer patient and a carer within the same family

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CALL provides transport to hospital and emotional support to a very vulnerable client

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CALL support avoids the need for overnight hospital stays allowing the client to die at home as was his wish

Psychological support & Volunteer transport:

- *Improving patient experience*
- *Improving self-management of long term conditions*
 - *Improving patient/carer wellbeing*
 - *Reducing inappropriate admissions*

Case Study – 1

Gender: Female

Age: 71

Status: Cancer patient

Mrs A, a lady with stomach cancer, was not able to go out as the tumour was very large and uncomfortable.

- **CALL** prevented the need for hospital admission by arranging volunteers to collect her shopping
- **CALL** volunteers would visit her every lunchtime to refill her hot water bottle, and to make her a cup of tea and a sandwich
- **CALL** enabled her to die in her own home as she wished

Psychological support & Volunteer transport:

- *Improving patient experience*
- *Improving self-management of long term conditions*
 - *Improving patient/carer wellbeing*
 - *Reducing inappropriate admissions*

Case Study – 2

Gender: Female

Age: 78

Status: Cancer patient

Mrs B had no family at all and for many years was not well enough to leave her home unaccompanied.

- **CALL** provided her with weekly volunteer visits
- **CALL** provided transport for her hospital appointments
- **CALL** provided transport for her shopping trips
- **CALL** provided psychological support to her for 12 years
- **CALL** enabled her to die in her own home as she wished

Psychological support & Volunteer transport:

- *Improving patient experience*
- *Improving self-management of long term conditions*
 - *Improving patient/carer wellbeing*

Case Study – 3

Gender: Female

Age: 55

Status: Carer and cancer patient

Mrs C had lymphoma and her husband had both dementia and Parkinson's disease.

- **CALL** arranged for two volunteers to visit on alternate weeks to give Mrs C respite while she went out with friends
- **CALL** gave her the support she needed to get through her own treatment whilst remaining a carer to her husband as she wished

Psychological support & Volunteer transport:

- *Improving patient experience*
- *Improving self-management of long term conditions*
 - *Improving patient/carer wellbeing*

Case Study - 4

Gender: Female

Age: 60

Status: Carer

Mrs D's husband was very poorly in Christies. She was anxious and had emotional problems; she could not go out on her own and she had just lost her own mother.

- **CALL** provided transport for her to visit Mr D at Christies between three and four times a week
- **CALL** provided psychological support to Mrs D by talking and listening to her on a regular basis
- **CALL** helped her to cope throughout a very difficult time

Psychological support & Volunteer transport:

- *Improving patient experience*
- *Improving self-management of long term conditions*
 - *Improving patient/carer wellbeing*
 - *Reducing inappropriate admissions*

Case Study - 5

Gender: Male and Female

Age: 70

Status: Cancer patient and Carer

Mr and Mrs D - Non Hodgkin's Lymphoma

- **CALL** provided Mr and Mrs D with transport and support for hospital treatments (Mrs D was unable to drive and was very nervous about travelling)
- **CALL** prevented Mr D from overnight stays in hospital by providing support and transport early in the morning and late in the day.
- **CALL** provided a volunteer who talked to Mr D about cancer and end of life issues. The volunteer also provided emotional support to Mrs D who sometimes found it difficult to cope with her husband's illness.
- **CALL** provided a volunteer who supported the family so that Mr D could remain at home as he wished
- **CALL** provided bereavement support to Mrs D and family