

Sam's Story: Care Concerns Relieved

Meet Sam

- Sam has an adult daughter, Jane, with complex care needs.
- They had been receiving a Direct Payment but then became eligible for a Personal Health Budget (PHB) due to Jane's ongoing and developing healthcare needs.
- Sam was struggling to arrange an appropriate Personal Assistant (PA) for Jane so that she could get respite from being a full-time carer for Jane.



Sam's Story

Sam's needs

- Sam did not have clarity on what the package of care, funded by the PHB team, for Jane would be.
- Due to Jane's complex care needs, the PA that Sam had recruited was in need of specialist training.
- Specialist insurance was also needed to cover the PA to undertake specific healthcare tasks for Jane.



Sam's Story

SILC Support

- SILC helped Sam to clarify with the PHB team what package of care had been agreed.
- SILC liaised with the Integrated Care Board to ensure that training for the PA would be funded and then arranged the PA training for Jane's PA.
- SILC also helped Sam to arrange insurance and spoke to different providers to find the most appropriate cover.



"SILC are very responsive & comprehensive. This has been very refreshing as I had been struggling to get answers from other organisations"

Sam's Story

Outcome

- With SILC's help, Sam was able to ensure that Jane had the right level of funding to meet her needs.
- SILC helped Sam to get funding for the PA to be properly trained to meet Jane's needs and arranged the training.
- Jane now has a funded, trained and fully insured PA in place meaning that Sam knows her daughter is safe and well cared for.
- Sam is able to get a break from her caring role, knowing that Jane's complex needs are being met in a person-centred way by a PA with appropriate training and experience.



"It would have been impossible to navigate without SILC's help!"