Case Study



Mrs B contacted My Care My Home (MCMH) on behalf of her mother after finding our details on Northamptonshire County Council's website. At the time of her enquiry Mrs B was in the UK visiting her mother who had recently had a pacemaker fitted which had been unsuccessful and resulted in a further operation. Mrs B was worried for her mother's safety as she did not have any family close by who could offer support at short notice. She felt that her mother needed care but had no idea what type of care would be suitable, or how to go about finding the right care provider for her mother's needs. To make matters worse Mrs B had a limited timescale as she was leaving the country in 7 days' time.

MCMH called Mrs B back the same day and established that she was also looking for an assessment to help determine how much care her mother needed. Unfortunately, the local council was not able to provide an assessment within Mrs B's limited timescale; therefore MCMH offered our Measured Assessment service which could be conducted the very next day.

The outcome of which would establish the minimum number of hours of one-to-one care her mother would need on a daily basis and which types of care provision would be appropriate for this. Furthermore, the assessment would also identify which areas of day to day living would be high, medium, or low risk. After consulting with her brother, Mrs B called back MCMH the same day to confirm purchasing a measured assessment service. MCMH's highly experienced care assessor visited Mrs B and her mother in her mother's own home the next day, and after a very thorough assessment, established that Mrs B's mother was able to stay in her own home but would benefit from daily domiciliary care.

Mrs B was so impressed with how efficient and professional the whole MCMH team had been, she decided to purchase another chargeable service; for MCMH to explore and source suitable domiciliary care agencies who have capacity to meet all of her mother's requirements and who could start the package of care immediately. The same day that this second service was instructed, MCMH was able to shortlist 3 suitable care agencies and provided Mrs B with written reports for each, including a company overview, rates, and regulatory information. These reports allowed Mrs B to make an informed decision on which agency to instruct for her mother's care. Mrs B was thrilled with the quick turn around and was extremely grateful to MCMH for arranging everything with such short notice. She stated that she would be going back to South Africa safe in the knowledge that her mother had all the care she needed.

MCMH provided both services within 4 days of receiving Mrs B's initial enquiry, meaning her limited timescale was met, resulting in a positive outcome for all parties involved.