Madge, 84, lives alone in a terraced house on a small housing estate. She receives the basic state pension plus a small pension from her late husband. She has friends who visit from time to time but her best friend and neighbour who she saw regularly, recently died. Madge has one son, Alan, who lives 30 miles away. As he works long hours he can only visit for a couple of hours each weekend. So far Madge has managed without help. She has always been very independent.

Madge used to get out to the local shops each day but with her arthritis worsening, some days she struggles to walk. Due to mobility problems she is also finding difficulty in climbing stairs. She always stops halfway up to catch her breath and this is linked to her history of angina. Madge gets repeat prescriptions for her angina medication but has been reluctant to discuss other health worries. During his last two visits Alan has noticed that Madge appears to be losing weight. Looking in her cupboards and fridge he suspects that she hasn’t shopped or cooked for herself for a few days. He is also concerned that her hygiene is deteriorating – up until now she always dressed well and made sure her hair was washed and cut regularly. He suspects that she may be incontinent.

Madge at first refused to listen to Alan but eventually he persuaded her that she should seek an assessment so that she can receive support in the home

1. Identify and explain, two reasons why Madge may have been reluctant to access the services she needs. **[6 marks]**

Hint: Madge only has a small pension and she has always been independent. How might these factors affect her decision to seek help? **PEE – L P = Include revised key terminology for barriers**

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2. Describe the roles and responsibilities of two professionals who are likely to be involved in Madge’s care **[10 marks]**

Hint; Describe’ questions require you to use the facts from the scenario and apply them to give more detail.

Another hint; Madge may need help with day-to-day care in the home, specialist advice about incontinence, medication and assessment of her heart problems/angina > **PEE-L …small steps**

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3. Explain, giving two examples, how Madge can be supported to retain her independence. **[10 marks = 1 for point, 2 for explaining and 2 example plus impact]**

Hint; *‘Explain’* questions require you to recall knowledge and go on to give reasons for each point you make so PEE for both points and a conclusion is the L – PEE-L impact

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4. Discuss the responsibilities of professionals to empower Madge. **[8 marks]**

Often, 8 marks are allocated to ‘discuss’ questions. You are expected to explore different aspects of empowerment and apply them to information about Madge. Give clear reasons for each point you make, explaining it and how it works for Madge in practice.

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5. Identify three ways in which Madge’s safety can be ensured. **[10 marks]**

Hint: You may wish to think about safety issues such as preventing ill-health and prevention of accidents or her vulnerability to neglect/abuse. Remember to PEE-L

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6. Draw the planning cycle for Madge’s care plan, stating who would be involved and what each professional involved would be responsible for. **[10 marks]**