



Patricia and Community Matron Anne Williams

Patricia's story: 'Now I feel more confident going out and safer at home.'

Patricia, 78, from Gledhow has type 1 diabetes, which she controls by taking insulin. She was diagnosed with MS when she was very young. Patricia started falling frequently, and because of this, lost confidence to go out, becoming increasingly isolated. In the 12 months before the Meanwood neighbourhood team became involved, Patricia had been in hospital three times, two of those involving trips to A&E.

Patricia was identified as being at risk of needing higher levels of support in the future, through the risk stratification process. She was one of five patients discussed at a multi-disciplinary team meeting in August 2012 in Meanwood.

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'My doctor asked if someone could come to see me,' says Patricia. 'He explained that they're trying to help people like me avoid having to go to hospital if they don't need to, and there might be other things that could help me feel better.'

'I said, "Good, because I dread going back into hospital." I find hospitals very stressful places. I know the staff do a good job but if I go in there I don't feel as though I'll come back out!'

A community matron and social worker from Meanwood neighbourhood team then made a joint visit to Patricia's home to talk to her and assess her needs.

'Matron Anne and Jason (the social worker) were both marvellous. Jason realised I needed more help and he referred me to the community falls service. I've since had physiotherapy, which was very helpful too. They've arranged for me to have alarms in case I fall, and a pendant alarm which I wear all day when I'm in the house.'

'I'd advise anybody in my position to have this kind of equipment; I do feel much safer now.'



APPENDIX 8b

Patricia was also advised on claiming for attendance allowance to help her to get out more, and received information about local neighbourhood network scheme Community Action for Roundhay Elderly.

'I went to the group in Roundhay for a while. Before going there I wasn't going out at all, so it was lovely to have somewhere to go. I've since decided that group isn't for me, but it has sparked an interest in getting out, seeing people and making friends. I do have more confidence to go out and am looking at joining other things.

'Occasionally I take the bus out to Wetherby and it's a lovely ride through the villages. I go on a Thursday as it's market day. And I now feel able to go shopping at the supermarket, taking the bus down and a taxi back.

'Obviously I feel frustrated sometimes because I can't do as much as I used to when I was younger. When I'm tired I get wobbly and my balance is not good. But I do feel more confident now about getting out with my stick, so I'm in a much better position than when I wasn't going out at all.'

Patricia is still receiving support from the community matron. 'I feel good knowing I have a clear link into the health services in Anne,' she says. 'She's such a godsend.'

At the time of writing, Patricia has needed no further hospital admissions and has had far less contact with her GP.

For further information about integrated health and social care for adults in Leeds, email healthandsocialcare@leeds.gov.uk or visit www.leeds.gov.uk/transform.

