

## Case Study

Doug\* was referred to the Planning Ahead Service after concerns were raised about his future care options in an appointment with his doctor. Doug has been living with Alzheimer's for a few years now, in the past year he has been in and out of hospital and he is currently undergoing some tests to check for cancer.

His wife Audrey\* has adapted to life as his main carer and she and their three sons have Power of Attorney for Doug's Health and Wellbeing.

During the Planning Ahead conversations, Doug's receptive skills were sound however he did need Audrey to support him to express himself. I visited twice over two weeks for an hour and a half each session. Their granddaughter was present, napping on Audrey's lap for one session!

Doug and Audrey talked about all the topics relating to future care planning. They requested some support in how to go about finding a potential care home for Doug and a further conversation about advance medical decisions. They were given booklets from Age UK and Marie Curie about Planning Ahead, Will Making and Funeral Planning. I also passed on some information about the Information and Advice Service at Age UK Leeds, after Audrey explained she was struggling to sort out Doug's benefits.

Doug and Audrey gave the following feedback:

Did you feel listened to?

*Yes, absolutely.*

Were the sessions were conducted at a pace you felt comfortable with?

*Yes.*

Did you feel confident to share your feelings about your or your loved one's health and well-being?

*Yes.*

Did you feel comfortable to ask questions about future care options?

*Yes.*

Would you recommend this service to other patients?

*Absolutely.*

How did you feel about your or your loved one's future after completing the Planning Ahead conversations?

*We feel relieved that we've been able to have the chat, we felt very comfortable, and we feel really happy for the future. These are the things that we have been wanting to talk about with our boys.*

Any other feedback:

*Jo is the right person for the job, she made it very easy. Her personality brought great comfort to us. We felt very comfortable talking about these things, you couldn't do it with just anyone. We feel extremely honoured to be able to use a service still so new and would highly recommend it to other people.*

\*All names have been changed.