



Case Study March 2020

Contract: Lancashire Amparo

Referral Information:

The client was referred through to Amparo via the Coroner's Office following the sudden death of their partner, who was found by the client at the family home.

Assessment Tools/Focus identified:

Initial contact took place within 24 hours of receiving the referral, and a first visit was offered within 7 days. Initial phone call made by allocated Amparo worker and an hour long conversation took place over the phone. The Suicide Liaison Worker (SLW) explained to the Amparo service to the client and their needs were discussed. It was agreed that a face-to-face visit would be beneficial for the client. The funeral was taking place this week, so it was agreed to visit next week as they was busy organising everything.

Communication:

The first face-to-face meeting took place at the beneficiary's home, with all initial paperwork completed. This included a full needs assessment, the production of a support plan, a safety plan (which was left with the beneficiary in case of emergencies) and the first set of impact assessments was completed using the Short Warwick-Edinburgh Mental Wellbeing Scale (SWEMWBS). The client was initially quite apprehensive but displayed that they are coping well on the surface, keeping busy and looking after two grown up children. During the visit, the client cried and stated that this is the first time they had cried since it happened. The client valued that their distress was being acknowledged and stated they felt safe talking about their partner to the SLW. The client stated that the visit had given them release from having to remain the strong one. The client has two children living at home temporarily due to the circumstances and they felt they are having to be strong for them. The client was unsure how their children were coping so the SLW left some information for them and explained that if they felt they needed support this could be done by a referral to Amparo. The client agreed to pass this on. The client stated they would like to return to work part-time next week. The client felt they would benefit from face to face visits and agreed a convenient time for the following week.

Communication:

The client cancelled the appointment due to having to see a solicitor regarding their partner and the company they worked for. They sounded quite distressed on the phone so the SLW talked through some of their feelings and some techniques for the client to calm themselves. The SLW offered to re-arrange the appointment, however the client did not know what days they would be working the following week and asked if they could ring back.

Communication:

A few calls took place over the next few weeks as the client was struggling to fit an appointment in with work and other commitments they had, however they were offered an appointment each week. The client stated that knowing they could talk on the phone was really helpful. It was agreed that regular phone contact would be maintained at the moment.

Communication:

The client rang and needed to vent regarding their partner's company: the client was clearly very angry and upset at the way in which they were treating them. The client wanted to read over a statement they had written to see if it was professional, as they were concerned that their anger would be portrayed the wrong way in the letter. The SLW supported them through this process.

Communication:

The SLW received a text from the client stating they were really struggling with Christmas, so the client was phoned and they talked on the phone for two hours. They had family staying for Christmas and found it was too overwhelming having to be "Ok" for everyone else. The SLW gave them time and space to express this in a safe space. The client expressed their thanks and asked if they could have a face-to-face visit in the New Year.

Communication:

Client found Christmas hard, with many mixed emotions, which they shared through the visit. The client stated they would like to continue to access the service for now, however would like visits to be less frequent moving into the New Year.

Communication:

Check in phone calls to the client revealed they were doing slightly better now Christmas is over with, and they feel the new year is a fresh start. They offered an update on what they had been doing and how they are looking after themselves.

Communication

The SLW met with the client locally to where they lived. The client looked much healthier and happier than when they had been seen previously. The client stated they have made peace with their partner's choice, they will forever miss them but no longer blame them. The client stated, "I am starting to live again". The client thanked the SLW for all the emotional and practical support they had received and felt it was time to move on. It was decided that today would be the last meeting, but the client was reminded that the case can always be reopened should they need it.

Attendance at Inquest:

The client did not require support to attend as they had their children attending with them, however they were happy with the outcome as partner was not deemed to have had any mental health issues.

Any additional referrals received as a result of the initial referral?

Support was offered to the client's two grown up children, however they both declined. One of them was accessing counselling through work and the other did not feel they needed support

Where any risk/incident reports completed? Y/N None required

Outcome measures:

All documentation completed at the beginning of support and mental wellbeing monitored throughout these have included SWEMWBS, GP Letter and Disclosure, Confidentiality, Data Protection Forms.

Outcomes	Fully Achieved	<input checked="" type="checkbox"/>	Partially Achieved	<input type="checkbox"/>	Not Achieved	<input type="checkbox"/>
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The case study above indicates that the client has been fully supported under the Amparo role, with regular contact and support via phone and face-to-face as required and at the pace the client set. Practical support given when writing documents to ensure professionalism was maintained was a very important aspect the client. Further support offered to the extended family was, however, declined. The client has now been discharged from the Amparo service, as they felt ready.

Evidence of Best Practice	Lessons Learned	Skills sharing
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The client was apprehensive at first of a stranger coming into their home and offering their support however, using the counselling skills the SLW had developed over many years, the client soon felt they were in a safe place and was able to freely express their emotions.

To the SLW, supporting the client to complete personal documentation and statements felt like the right course of action. Whilst they would normally have the ability to do this for themselves, this was a very confusing time and the client was struggling to focus without venting their anger.

Working at the right pace and in the right mode for the client to ensure their life remains as normal a possible in the circumstances is imperative to the continued good practice of Amparo.