

# Home for Life: Case Study



Sue was one of our first volunteers for Home for Life alongside her husband Bill; Home for Life is an extension of Room for Life where the principles of this project are applied to the person's own home. Sue volunteered to take part in Home for Life which she described as being too good an opportunity to miss as she felt it was a good way to understand what is offered in terms of services and how these could be understood in order to meet the needs of Sue (as a carer) and Bill as a user of health and social care services.



Sue wanted to take part in the project following her husband Bill accessing a range of services during a period when he was unwell to help identify and make improvements where things did not go well for them. After taking part in Home for Life Sue felt she had achieved what she set out to do, she now feels more knowledgeable of the services that are available to herself and Bill and are now in contact with those who can help them, however, she does feel it will be a challenge on both sides for keeping information up to date. Since taking part in the project there has not been much impact on Sue and Bill personally but they feel there has been an improvement in the level of awareness of needs on their side and also the side of the professionals they have come into contact with.

Sue found having regular contact with the personalisation development officer throughout the project to be the most beneficial. The level of contact with the Personalisation Development Officer provided Sue with support and reassurance; she felt through this interaction she had someone on her side while navigating through the health and social care system. Sue was able to increase her knowledge and understanding of the services available for herself and Bill by using the menu of services which to her was invaluable. Sue described the Personalisation Development Officer role as “professional, helpful, empathetic and willing to support us” at a time when it felt as though the world had put them on the side burner.

Sue described her experience of being part of the Project as edifying and well worth looking into and that she would definitely recommend to others. The key thing Sue took away from the experience was that no information is wasted and if she were to access services in the future she would like to see a more personalised and individual approach especially in relation to questions that are posed to clients, carers and their families.

When asked to describe the experience of taking part on Home for Life in three words she defined it as “useful, educational and empowering”

For more information on Room & Home for Life please visit our website:  
<http://www.kent.gov.uk/social-care-and-health/care-and-support/room-for-life>