**Personalised care case study template**

*Please check whether the person has signed a media consent form before completing this template*

**NHS Number (or number of the person you care for, if a carer)**

**…………………………………**

*The boxes below will expand to fit what you type*

**Begin at the Beginning**

A description of where the person started from and what life was like before we had the guided conversation.

1. Significant issues – health, wellbeing, housing, loneliness etc
2. Challenges
3. Frustrations
4. Daily life – feeling, eating, drinking, sleeping, movement
5. Who’s in their life – carers, friends, family?
6. What are their outcome scores at the baseline point?

**Middle - How we helped**

A description of what came out of the guided conversation

* Goals and aspirations
* Action plan
* What support we’ve given
* What support and stories the volunteers have
* What support/organisations we’ve linked the person to
* How we shared information to coordinate support across the multi-disciplinary team
* What would have happened to the person if we hadn’t intervened e.g. would they have stayed in hospital longer

**Conclusion – what has changed for the person?**

A description of what has changed for the person and their family/carers

* Link back to information provided at the beginning
* Did they achieve their goals/aspirations?
* How long did it take to build confidence up?
* Have they started volunteering themselves?
* What are their outcome scores at the follow up point?

How has the change impacted on family/carers?

* Do they feel more supported?
* Are they better able to maintain their caring role?