

## Case study 1 – Mrs Khan



Mrs Khan came to live in Britain about eight years ago. She came with her son and daughter-in-law from a small village in Afghanistan. She has always lived with her family, and has not needed to adapt her way of life to fit in with different ways of doing things in her adopted country. Mrs Khan speaks little English and can understand more than she speaks. She lives independently in her own rented flat about 1 kilometre from her family.

Her son and daughter-in-law work full time and are away from their home during the day and cannot always call in to see her during the week.

Now 86, Mrs Khan has mobility problems and a domiciliary care worker has recently begun to visit to help with daily tasks.

Mrs. Khan has recently had a fall, which has left her with a leg wound that needs regular dressing.

### Using SBAR:

- S. What would you report about Mrs Khan's condition?
- B. What will you communicate about Mrs Khan's history?
- A. What observations will you report, including clinical vital signs?
- R. What will you communicate in your suggestions and recommendations?

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**Structured communication** tools like SBAR can be used effectively for handover and escalation.

## Case study 2 – Bert Smith



Bert Smith is a 86 year old gentleman who lives in a supported living complex. He lives alone and maintains his independence with the help of support workers who visit three times a day.

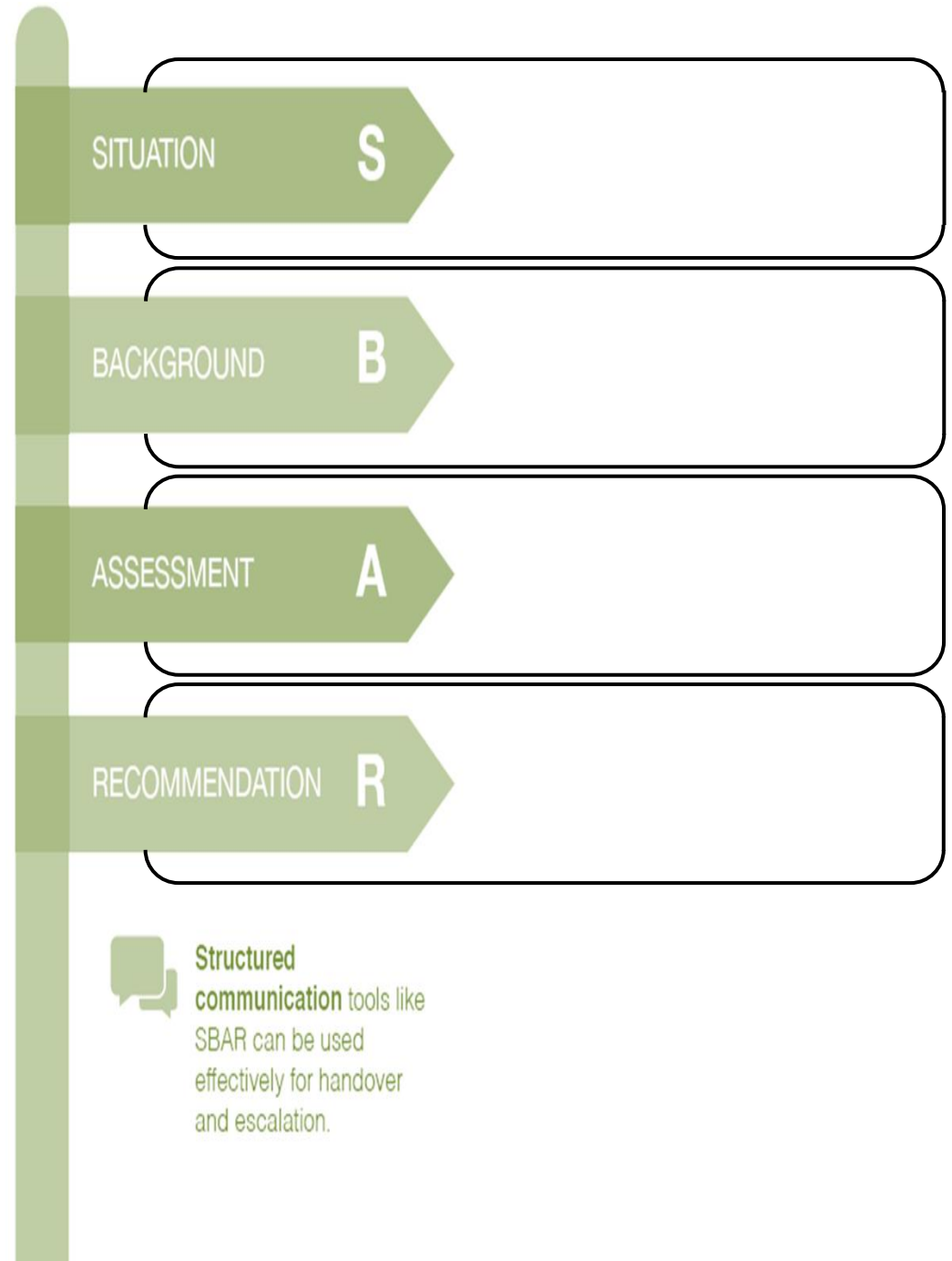
Bert is usually very chatty when the support worker visits, however during the last two visits she has noticed he is a little confused when she talks to him.

Bert walks with a wheeled Zimmer frame and when the support worker helps him to mobile from the bedroom to the sitting area his movement is not as good as usual and he is shuffling rather than walking. She also notes a cut on his leg which he says he knocked on the coffee table. The area around the cut is hot to touch. The blood has dried but the wound looks inflamed and painful.

Bert says he does not want any breakfast prepared for him as he is not hungry and the support worker notices that yesterday's tea time sandwich and cup of tea are where she left them. When chatting to Bert the support worker suggests a cup of tea and Bert says he only wants a small cup as he has to keep going to the toilet and cannot always get there in time.

### Using SBAR:

- S. What would you report about Bert's condition?
- B. What will you communicate about Bert's history?
- A. What observations will you report, including clinical vital signs?
- R. What will you communicate in your suggestions and recommendations?





## Case study 3 – Cynthia Flint



Cynthia Flint is a 75 year old lady who lives on her own. She has a past medical history of a stroke which has left her with right sided weakness. The support worker visits daily to assist Cynthia to get dressed. Cynthia's daughter visits in the evening to help her into bed.

When you visit this morning you find Cynthia lying on the floor where she has been all night. As her daughter is away Cynthia thought she could manage on her own and has not told care staff what the plan is for the evenings.

Cynthia seems confused and is in pain when you try to move her.

### Using SBAR:

- S.** What would you report about Cynthia's condition?
- B.** What will you communicate about Cynthia's history?
- A.** What observations will you report, including clinical vital signs?
- R.** What will you communicate in your suggestions and recommendations?

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## Case Study 4 – John



John is a 42 year old man who uses a wheelchair to mobilise. When he was 8 years old he fell from a bridge and suffered a brain injury. As a result he has some communication difficulties and is unable to use his lower limbs. John is very outgoing and sociable and enjoys sports. John lives with his parents in an independent flat in the basement. John very much enjoys the outdoors and is currently doing a numeracy course at college.

John requires help and support with personal care and supervision with medicines and going out into town and shopping.

One morning you find John on the floor of his flat. He is angry and frustrated and doesn't seem to know how he got out of his chair and onto the floor.

### Using SBAR:

- S.** What would you report about John's condition?
- B.** What will you communicate about John's history?
- A.** What observations will you report, including clinical vital signs?
- R.** What will you communicate in your suggestions and recommendations?

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## Case study 5 – Alfie



Alfie is a 32 year old man and has PMLD (profound multiple learning difficulties). Alfie needs 24/7 support and has epilepsy, a PEG tube in situ as well as posture and positioning issues. Alfie enjoys more “passive” activities although he does enjoy the occasional “rough and tumble”.

Alfie is supported at home and has a purpose-built annexe that he lives in attached to the family home.

One day after you enter Alfie’s home you notice that he appears to be struggling to breathe. His eyes are opened wide and his lips are looking a little blue. There is a half-eaten burger on his plate.

### Using SBAR:

- S. What would you report about Alfie’s condition?
- B. What will you communicate about Alfie’s history?
- A. What observations will you report, including clinical vital signs?
- R. What will you communicate in your suggestions and recommendations?

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## Case study 6 – Ranjeeta



Ranjeeta is a 28 year old woman and she lives at home with her family. Ranjeeta has a personal budget and is looking for 2 days per week day care.

Ranjeeta has epilepsy and hemiplegia. She tries really hard to be independent and would eventually like to live in her own flat with Supported Living Service.

Ranjeeta likes dancing, swimming and the company of other people of similar age.

One day you attend Ranjeeta's flat and find her lying on the floor. She is talking but is a little confused and doesn't know how she got onto the floor.

### Using SBAR:

- S. What would you report about Ranjeeta's condition?
- B. What will you communicate about Ranjeeta's history?
- A. What observations will you report, including clinical vital signs?
- R. What will you communicate in your suggestions and recommendations?

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## Case study 7 – Jenny



Jenny is 19 years old and has mild Learning Disabilities. Jenny still lives at home at the moment but is hoping to move to a flat to live with her boyfriend.

Jenny likes meeting people of a similar age to her and also likes to play netball, going to discos, make up and going out with Jed, her boyfriend.

Jenny needs support with money and medications at present and it could be that she will need more support once living independently.

You meet Jenny at her house one day and find her dossett box half empty and it is only Monday. Jenny looks flushed and as though she is perspiring. Her parents are not at home this week and her boyfriend is not about either.

### Using SBAR:

- S.** What would you report about Jenny's condition?
- B.** What will you communicate about Jenny's history?
- A.** What observations will you report, including clinical vital signs?
- R.** What will you communicate in your suggestions and recommendations?

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## Case study 8 – David



David is 34 years old and has ASD (autistic spectrum disorder). David has no known family. David enjoys routine and has some communication issues. When his routine is disturbed he can become challenging with those around him.

David enjoys his own company and is reluctant to mix in with group activities and gatherings sometimes.

David lives in a residential home with 3 other people. David enjoys TV and computer games and cleaning the house.

Whilst in the house one day you suddenly hear a crash and lots of shouting. It is coming from the lounge.

On entering the room the TV is on the floor and Eric, a fellow housemate, is also on the floor with a nose bleed.

David is nowhere to be seen but you have just heard a door bang down the hallway.

You leave someone to tend to Eric and follow after David.

### Using SBAR:

- S. What would you report about David's condition?
- B. What will you communicate about David's history?
- A. What observations will you report, including clinical vital signs?
- R. What will you communicate in your suggestions and recommendations?

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## Case study 9 – Pat



Pat is a 26 year old man who lives with his mother and her partner in a large converted house in Bath. Pat has physical disability as a result of a motorbike accident when he was 19. He is physically fit with a strong upper body but permanent injuries to his legs which give him pain on moving. He has limited physical mobility when walking slowly and cannot use stairs.

Pat also suffered a head injury during the accident and is liable to get frustrated and 'challenging' if his routines or wishes are not met sometimes.

Pat wishes to move out of his mother's house and has been offered an independent scheme where you will provide support and some care. You have met with Pat to get to know him and help assess him for independent living.

### Using SBAR:

- S. What would you report about Pat's condition?
- B. What will you communicate about Pat's history?
- A. What observations will you report, including clinical vital signs?
- R. What will you communicate in your suggestions and recommendations?

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