



## Case Study:

### General Housing/ Older Persons

#### History

The tenant was an independent and strong willed elderly lady who had lived at her property for over 20 years.

#### Circumstances

The tenant had a fall at the property and spent three months in hospital. She was considered to be 'bed blocking' for the majority of this time whilst Social Services attempted to adapt her property and make it more suitable for her needs. The tenant was determined to move back home rather than being taken into residential care.

It was on a routine visit to the scheme, that NWH staff were called over by another tenant to say that they had heard banging coming from another flat. NWH staff entered the flat and found the tenant had fallen over 14 hours earlier and had not been able to get up.

Paramedics were called; however, she refused to be taken to hospital. Later that day she once again fell and was admitted to hospital.

#### Outcomes

Following on from the falls, NWH staff worked closely with Social Services to look at alternative living arrangements for the tenant, as she had eventually agreed that her property was no longer suitable.

NWH identified that an apartment at one of our Extra Care Housing schemes would be more suitable, as it would be fully accessible and included one cooked meal per day as part of the tenancy. Within a very short timeframe, she moved into her new home, and settled very quickly which was a positive outcome for the tenant.

For more information about North Wales Housing and the services it offers to older persons visit:

[www.nwha.org.uk/find-a-home/our-homes/for-aged-over-55/](http://www.nwha.org.uk/find-a-home/our-homes/for-aged-over-55/)