

# City & Guilds Level 2 Health and Social Care: Core Qualification

Learning Materials – Case Study  
Adult - Mair

February 2024



# UPDATE FEBRUARY 2024

## Learning Materials - Case Study

### Case Study - Mair

#### Unit 001 and 006

#### **Updated February 2024:**

This case study and associated test papers are no longer part of the assessment criteria for the 8040-02 Health and Social Care: Core qualification.

These materials have been provided to support centres and candidates for formative assessment and revision purposes only.

For the most up to date information on the Health and Social Care: Core qualification and January 2024 assessment strategy update please visit: [\[Update\]](#) [Changes to Level 2 HSCCC Core assessments | Health and Care Learning Wales](#).

This booklet contains the case study **only**.

For associated test papers please download:

Case Study Question Set A Adult - Mair

Case Study Question Set B Adult - Mair

Case Study Question Set C Adult - Mair

## Case Study – Mair

You are going to read a case study about Cariad Mawr, an agency which provides domiciliary support.

The people who you will read about as part of this case study are:

Mair	An individual who receives support from Cariad Mawr.
Gail	A care and support worker who works for Cariad Mawr.
Neighbour	Mair's neighbour.
Line manager	Gail's line manager at Cariad Mawr.

This case study is not based on a real organisation or individuals.

Mair is an 81-year-old retired school cook. Mair lives on the outskirts of the small town where she also worked. She inherited the house from her parents and lived there throughout her 52 years of marriage. Her husband died 18 months ago. They were well known in the community and took an active role in the local chapel. Mair volunteered in a local charity shop until recently. Other than a cousin living in Canada, she has no family.

Six months ago, Mair had a stroke and spent over a month in hospital, partly on a rehabilitation ward. Mair was keen to return home and be as independent as possible. She was assessed as being able to do so with a domiciliary support package. Mair can move with the use of a walking stick, although she has not regained use of her left arm. The stroke has also had some impact on her speech. A two-week period of reablement in her own home has helped her to manage some daily living tasks, although she does need assistance with washing and dressing/undressing on a daily basis. A friend and neighbour is paid by Mair to provide assistance with laundry and some of the housework; she also cooks some meals and will drive Mair to the local supermarket for her to do a weekly food shop.

Cariad Mawr Care Services is a domiciliary care agency covering several small towns and villages in South East Wales. They provide personal and practical care to meet the needs of carers and individuals requiring care and support to live independently in their own homes and community. The service has been praised for delivering person centred care.

The agency employs 45 care and support workers who support over 70 individuals to live in their own homes.

Mair receives two visits a day from Cariad Mawr.

The domiciliary care and support workers support Mair on a rota basis and have quickly developed a good professional relationship with her. Mair has been able to make herself understood. The workers have agreed a range of simple systems of demonstrating when Mair is comfortable to move onto the next stage of support. For example, when choosing her clothes, the workers will show her options one item at a time, asking her to choose. Mair will respond with a thumbs up or a thumbs down. These ways of communicating are documented in her personal plan.

Gail is one of Mair's regular care and support workers. Gail has recently returned to work after caring for her 70-year-old mother, who has now died. Gail is new to working in care; she loves her role and is part way through her induction. Gail has excellent rapport with Mair, and they are friends on social media. Gail regularly picks up a newspaper for Mair on her way to the morning visit - Mair pays her for this. On occasion, Gail has also purchased a few items for Mair, such as toiletries and clothing. Shopping isn't part of Mair's personal plan, so these tasks aren't recorded. Mair pays Gail for any items she buys; she doesn't ask for receipts as she is happy with the cost of the items. Mair only asks Gail to pick up shopping for her because when she has asked the other workers, they have refused.

Mair recently had a fall at home when she was alone, and this resulted in her being hospitalised with a broken femur. During the hospital stay, her neighbour and Gail are frequent visitors. Gail notices that Mair only has one spare nighty and offers to buy another. Mair pays Gail for this when she brings it to the hospital. Other items, such as toiletries, sweets and magazines, are purchased by Gail and reimbursed by Mair. Mair decides she would like a new pair of slippers and gives Gail her purse, indicating to take it, and Gail says she will bring it back next time.

Gail is unwell and isn't able to visit for just over a week and she messages Mair, via social media, to let her know. The neighbour takes Mair some soft drinks into hospital and Mair explains she isn't able to pay as Gail has her purse. The neighbour knows Mair likes to keep a relatively high amount of cash in her purse, so she telephones Cariad Mawr to find out where Gail lives so she can go and collect the purse for Mair. Gail is asked into the office to have a discussion with her line manager about the neighbour's telephone call. Gail explains that she has been shopping for Mair but has not given Mair any receipts and cannot recall the full amount of the items she has bought or what all the items are. Her manager states that she may not have followed the Code of Conduct and Professional Practice, and that the agency will need to investigate further. In the meantime, the manager suggests that Gail undertakes some reading on serious failures and the lessons to be learnt from safeguarding reviews and reports.