



Case study
David Kenyon

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BACKGROUND

Five years ago, David and his wife Jo were both working full time, fit and well and enjoying their lives in their fifties. "We were happy-go-lucky people, a good laugh to be around," remembers Jo. And then, completely out of the blue, their lives were turned upside down. Dave had a massive stroke.

"It wasn't expected at all," says Jo now. "He wasn't overweight, he didn't drink, he didn't smoke. He did everything right - so it was a huge, huge shock."

From that moment, Jo and David were thrust into a completely new world of social and health care, of which they had no experience. Neither could work - Jo had to ask her employer for a career break to care for her husband, David was unable to walk or talk - and Jo describes that time as an "absolute nightmare".

She soon realised David's condition was so complex that they would need added assistance beyond her full time care. But accessing the right help and support was incredibly difficult. They were sometimes told that specific health services would be

withdrawn, and some of the discussions with social services would leave Jo in tears of frustration and stress. "David saw me like that and felt it was his fault," remembers Jo. "His mental health hit the floor, too."

"I was knackered," she says. "Ready to throw the towel in, actually. Nobody was helping us."

Thankfully, Jo finally came across Alocura via a pilot undertaken with Calico, My Life and East Lancashire Clinical Commissioning Group. The idea was to assist people with the management of personal health budgets, increasing their choice and control and helping them improve their health and wellbeing. And in the long term, keeping them away from crisis or emergency services.

"Alocura took all the pressure off," she says. "They couldn't do enough to help me, and now I'm back to full time work with consistent, high-quality care for David. Everything is on track."



THE PLAN

As part of the pilot, Jo was advised that there was money that could be accessed for help with care, but that a third party would have to manage the budget. This was where Alocura came in, assisting with the payroll of the staff who would provide David's care, providing full budget management services to ensure that the payments David received would last the year, and providing audits and statements to relevant parties.

Calico's Be Well team initially helped with writing David's support plan, which accounted for physiotherapy and speech therapy sessions, members of staff for nighttime care three days a week, and one-to-one support during the day. Jo also met with My Life CEO Caroline Tomlinson, who was very understanding of the family's situation and offered support and advice where necessary. My Life Support are a CQC-registered care provider too, but Jo was keen to use and rota people she knew, so with the help of Be Well, became an employer herself.

Of course, employing people to provide care can be akin to running a business in itself, so Jo was delighted that Alocura took on many of those functions - such as tax, payroll and pension - and then also directly paid invoices for the health services Jo and David thought beneficial. "I'm not worried about paying people, about David not being looked after," says Jo. "We can begin to plan our future."

All of these services are paid for by the commissioner outside of the budget.

THE OUTCOMES

Just after David had his stroke, Jo spoke to a lady whose husband had been in a similar situation. She told Jo that the worst thing she did was give up her job - which meant that even though Jo never truly believed she'd get back to full time work, she was determined to try as soon as the relationship with Alocura began.

So she did - and it's had huge impact. Not just on Jo's own self-worth and sense of normality but for David, too. Jo admits that he felt guilty and responsible for putting her in this situation, but knowing everything is in hand has made him far more relaxed and happier.

Being confident in consistent, personalised care has also made a massive difference to David and Jo's life. "I want to know that there's enough money to pay for the physio this week, next week, the week after. Alocura can help guarantee that," says Jo. And even though they've accepted David's speech will not improve, his communication certainly has.

"We're getting out in the community again, he feels worth something," says Jo. "His brain is intact, and he's confident that the people around him know that - even if he can't speak."

And all those valuable improvements in self-esteem kicked in the moment Alocura began running the budget, says Jo.

"All of a sudden it was like: Yes, you can have speech therapy; yes, you can have physiotherapy; yes your wife is going to be happier because she's going to get some sleep at night! His self esteem shot up and he came back to normal!"

WHAT JO SAYS NOW

“We’ve gone from a position where no-one would listen, to one where as soon as I send a message to Alocura about David’s care, they’re back within minutes, even at the weekend. Sometimes I think I’m crazy for sending these mails and they’re crazy for answering them at the weekend, but then disability is 24/7, 365 days a year; it doesn’t work office hours. Alocura understand that and have got everything super organised. They’re human and approachable - it does feel like they’re friends as their thoughtfulness has been second to none.

Me and Dave have a massive sense of humour but I admit, we had become a depressing couple to be around. People were avoiding us. But we’re getting the smiles back. He can’t say much, but he can still pull a funny face! You know, after Covid we’re going to try and go on holiday somewhere, even if we have to take the carers with us. I could never have imagined even thinking about that before. So it’s not ‘oh no, what are we going to do?’ anymore. It’s ‘what can we do?’”



DAVID'S FULFILMENT INDEX

Alocura is committed to employing regular reviews and reporting to understand how the organisations, people and families we work with and for are using us, how they are feeling, where we can improve and where we are performing well.

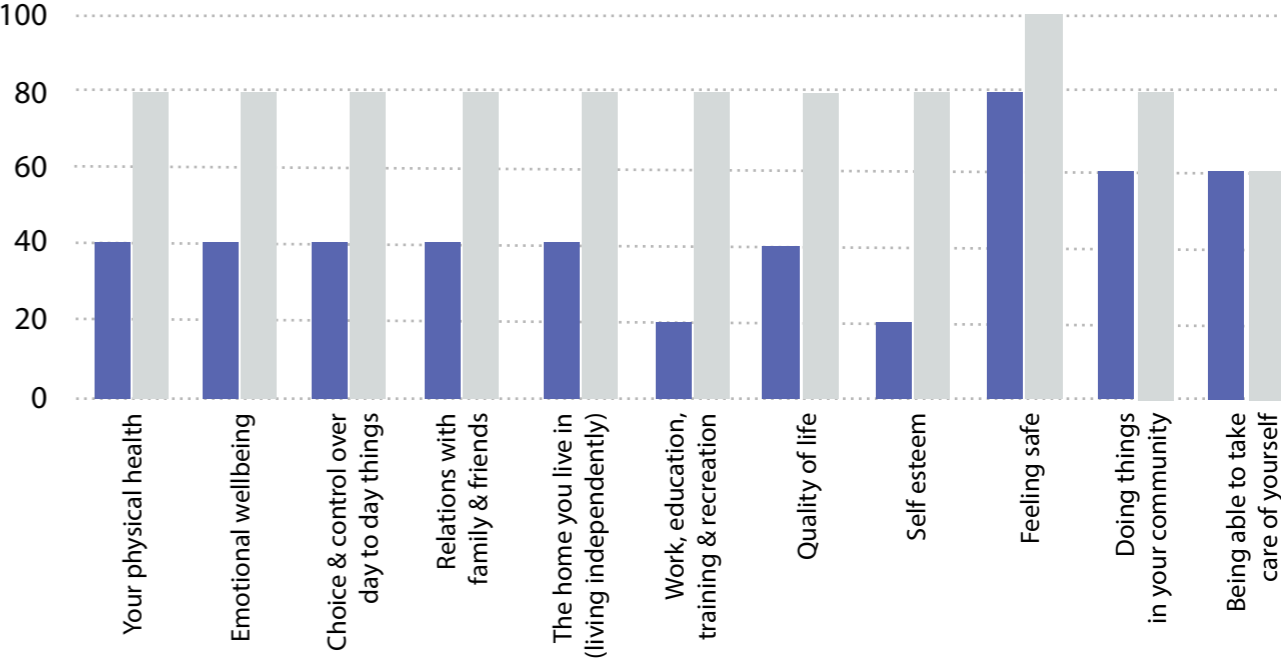
This data is compiled independently and uses the well-regarded Personal Outcomes Evaluation Tool (POET) as a basis to understand a person's health and wellbeing, quality of life, choice and control and much more. From this we have been able to track the impact of Alocura on David and his family by comparing an assessment we made when we first began our relationship with his latest review in December 2020.

In David's case we are so pleased that there have been dramatic improvements in his health, his quality of his life, his self esteem, emotional wellbeing and his choice and control over day to day things.

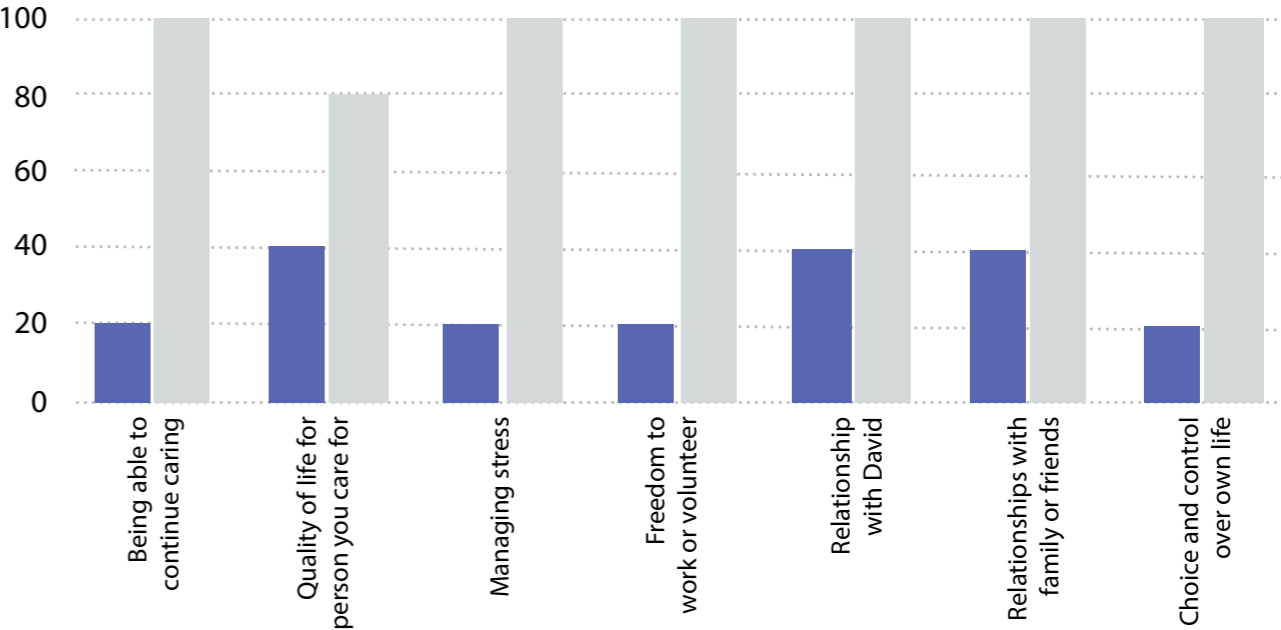
We also repeat some of the POET exercises with the family to understand the impact on their wellbeing. The way that Jo has been able to go back to work, safe in the knowledge that David is receiving the very best quality care during the days, is great to see.

DAVID'S HEALTH AND WELLBEING

2015
2020



FAMILY'S HEALTH AND WELLBEING



ALOCURA 
facilitating personalised care