

## Direct Payments Support Service Case Study – Mrs Abida Batool

Bedford Borough Council had already assessed Abida Batool and allocated two of her seven children assistance with their personal care due to their severe Cerebral Palsy. Another adult child in the family has the same condition although in a less severe form.



Mrs Batool signed up to pay for the care under the Direct Payment package managed by the Disability Resource Centre (DRC) and was allocated a Direct Payment Support Worker to enable her to find her way with the new method, and to provide on-going support with employing and paying her family's Personal Assistant.

Ruby Malhotra from DRC speaks five different languages and, as she speaks Urdu, she was assigned to support Mrs Batool with Direct Payments. On visiting Mrs Batool, Ruby quickly realised that she was finding it very difficult to cope with the emotional and physical demands that were being made of her. Trying to manage her children's needs was too much for her.

Mrs Batool's daughter was trying to move herself and this resulted in her grazing her knees and hands as she tried to get up and down the stairs in the family home. As her daughter was getting older and heavier, Mrs Batool's own health was becoming worse both physically and emotionally.

Ruby was concerned that, due to her limited English-speaking skills, Mrs Batool had not been able to explain the extent of both her daughters' conditions. As Ruby already had a good relationship with Bedford Borough Social Workers and speaks the client's native language she advocated for a re-assessment of Mrs Batool's care needs on her behalf.

Bedford Borough quickly carried this out and extra care hours were allocated. In addition to this, Mrs Batool's property was also adapted to better suit her daughter's condition and she can now manage to get herself around the house more easily. Mrs Batool was also given a Carer's assessment by Bedford Borough Council and, as a result, has been given both emotional and practical support from Carers in Beds. This has benefited her enormously. On each of her quarterly visits Ruby now finds Mrs Batool happy and healthy and coping better with life. She is very happy with the support that Ruby has given her and each time says to Ruby

"Thank you Ruby for all your help, I couldn't have done it without you"

"شکریہ آپ کو آپ کی مدد کے لئے روبی، میں آپ کے بغیر کر سکتے ہیں نہیں کی"