

Meet Mary



About Mary

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- Mary is 82, her husband died five years ago and her three children have all moved away. She has **deteriorating hearing** and has been diagnosed as being in the **early stages of dementia** by her GP. Her GP has said she can get help through My Aged Care but Mary thinks this means she will have to go into a home so has not called. She speaks to her children regularly but is not willing to admit she is **having trouble keeping the house clean** and has not told them about her diagnosis. She is **less connected** to her community now and is not confident to drive. She doesn't know how to use a computer or have access to the internet.

Engagement

- When Mary visits **the GP**, the GP asks if she'd like to be contacted by someone called Louise from [organisation] who could help her get support to stay at home for as long as possible. Mary says ok.
- **Louise calls Mary and introduces herself** as the person the GP said would call and arranges a time to visit the talk about how she can help.
- **Louise visits Mary and they have a chat** over a cuppa. Louise tells Mary about herself.

Supporting the process

- Mary says she could do with some **help to clean the house** and Louise says she might be able to get some help with cleaning. She asks if Mary would like to see what she is eligible for. Mary agrees.
- They **complete the apply for an assessment online form together** on Louise's iPad and Mary is happy to nominate Louise as her 'agent'.
- Louise asks Mary if she would like her to **be there for the assessment** and Mary is keen to have her there. She is assessed as eligible for transport and social support.

Post-assessment

- Mary **completes the means test form with support** from Louise at her home and they call Services Australia together to work out answers to some of the questions
- They look for local providers together on the My Aged Care website and make appointments for them to visit. **Louise helps Mary choose providers and understand the agreements.**
- They also call the National Dementia Helpline together and learn about a local support group for people living with dementia.

Check-in

- After a month, Louise calls Mary to **see how things are going.**
- Mary says the transport to the social group is working well but **doesn't like** that she gets a different care worker each visit and they don't come at the time they say they will. Last week she cancelled the service.
- Louise arranges a time to visit Mary and **they talk about Mary's concerns.**
- Louise suggests they could **talk to the provider about the issues** and Mary agrees.

Follow up

- They call the provider but they **can't resolve the issue.**
- Louise asks Mary if she would like to be in touch with an advocate to help but Mary doesn't want to talk to anyone else.
- Louise suggests that Mary could **change provider** and Mary agrees.
- They call one of the other providers in the area who promises to only send two different care workers on to be on time. **They set up the service together.**
- Louise checks in again a few weeks later and all is going well. She **checks in** around every three months after that.