**Victorian CHSP Carer Programs Network Response**

**CASE STUDY**

Carer Jan is supporting her co-resident mother Joyce at home. Respite services and local Day Centre provide respite for Jan and social support for Joyce. The Respite Coordinator is advised by the Day Centre that Joyce has a large bruise on her arm that Joyce claims was done by Jan.

Following consultation with Seniors Rights, the Respite Coordinator calls Jan in for a meeting and asks how she is coping. Jan admits her frustration and becomes tearful, acknowledging that she had been heavy handed when assisting her mother and stating that she felt so guilty when she realised what she had done. She also discussed lack of support and family conflict with other family members.

Discussions with Joyce confirm that she does not want to live anywhere else; that she is comfortable at home and she believes that her daughter is very caring and supportive, but is very tired.

The Respite Coordinator puts in additional services to support Jan and refers Jan for counselling. Jan is supported to ask family members for more assistance and family discussions arranged to look at future planning, including additional ongoing services and support. Family mediation was also encouraged to resolve longstanding conflict.

Jan continued to support Joyce at home for three more years before Joyce was admitted to permanent care. During that time Jan expressed considerable gratitude for the way the issue was handled with sensitivity and practical support. Jan noted that she was better at identifying when she was feeling stressed and was more willing to ask for assistance from family and service providers.