

# Level 2 Award in Improving the Public's Health

## Unit 3: Developing working relationships with clients

### Case studies for tasks 1 to 7

Tutor guidance

Please select the appropriate case studies to suit the backgrounds of the candidates.

#### 1. 'Peter' Case Study

**Peter** is 55 years old and recently visited his doctor's surgery as he was called in for a routine health check. He tells the nurse that he gets out of breath much more easily and feels weaker than he used to. He also says he has "put on a couple of pounds". He doesn't want any of this to go on his notes because he's worried it will affect his life insurance. Peter lives on his own (recently widowed) in the Cornish countryside and works from home. He used to be a keen cyclist but feels the roads around where he lives are just too busy these days.

#### 2. 'Liliana' Case Study

**Liliana** is 24 and recently graduated from university. She has a job as a junior solicitor which requires her to often work late into the evening and eats out at restaurants or picks up a take away four or five times per week. She does not have a lot of friends, so when she feels down or has a busy day at work, she usually stays in with a pizza and cheers herself up with a tub of ice cream. Because of her work commitments she has little time to see the few friends she still has.

#### 3. 'Sue' Case Study

**Sue** is a 72 year old who has recently suffered from a fall which you witnessed while on your patrol. While you are talking to her, she tells you that she has "a couple" of Sherries each night to help her sleep.

#### 4. 'Julie' Case Study

**Julie** is 23. You see her stumbling along the road having just been thrown out of the pub. When you approach her she is upset because of what has just happened and is worried that her employer will find out. This is not the first time this has happened; in fact she discloses that this is becoming the "end of a shift" norm after a stressful week on the ward.

#### 5. 'Sarah' Case Study

**Sarah** is a student. She visits a local health day display on Alcohol Awareness at her college. She and her friends fill in an AUDIT C alcohol questionnaire and it shows she is drinking over 9 units of alcohol per week over Friday and Saturday nights. Both Sarah and all her friends agreed that this was quite normal for them and were not concerned at all; in fact they did not know what a unit was. Sarah also has a driving job delivering groceries for her father's fruit & veg shop on a Saturday morning.

## **6. 'Alison' Case Study**

**Alison** is a 29 year old mother of two who is interested in healthy eating and wants some information on alcohol as she drinks up to one bottle of wine per night. She has heard about units but is not sure whether she is exceeding the guidelines or not. She is wary of saying too much in case she looks like a bad mother and her kids get taken away, she has heard that this happens when professionals get involved.

## **7. 'Ian' Case Study**

**Ian** is a 45 year old who works as a taxi driver and lives next door to you. You frequently socialise together and notice that he drinks frequently and that he has recently put on a lot of weight.

## **Case studies for tasks 9, 10 and 11**

### **8. 'Kate' Case Study**

Kate is 19 years old, engaged to be married and has recently gone back to full time work after having her first child (the baby is 8 months old). Her husband works for a delivery company. He smokes and spends two or three nights a week in the pub with his mates.

Kate gave up smoking while she was pregnant first time around but started again soon after giving birth; she sees this as her time and says it helps her deal with her stress. They live in a two-bedroom rented flat, but hope to buy their own place one day. Kate has found out that she is four months pregnant and doesn't feel able to give up smoking this time.

### **9. 'Jon' Case Study**

Jon is 44. Jon is complaining of occasional chest pains and shortness of breath. He is a labourer on a building site. When he left school, he tried a carpentry apprenticeship but couldn't cope with the academic part of the training. He is a bit of a joker and uses this to avoid having to discuss anything serious. He becomes defensive when he feels under pressure, especially when asked about himself. His posture becomes defensive and he stops making eye contact. He has always been big but his weight has rocketed up in the past eight months since he started on a new building site. He can't understand why he has put on 13kg as he is active all day. He says all his family are big, it must be genetic. He has tried diets but they never work.

The culture on the building site is that everyone has a hearty breakfast together on site before starting work and everyone stops at the same time for lunch. The onsite catering is typical fast food; greasy, cheap and plenty of it. He gets a lift to and from work.

### **10. 'Claire' Case Study**

You have been called out to Claire for the fourth time this week. On each occasion, it is due to a minor injury sustained during a fall while under the influence of alcohol.

### **11. 'Julie' Case Study**

Julie is 54 and lives alone. Julie was made unemployed three months ago and is finding it hard to obtain another job. She was a legal secretary for 32 years.

### **12. 'Mumina' Case Study**

Mumina is 18 and recently moved to here from Bangladesh. English is not her first language but speaks it well, however she does not read English very well. She has turned up at the emergency department every night for the past four nights. Each time she has required treatment ranging from simple adhesive dressing to several stitches for cuts on her thighs. When asked about them she gets defensive and says it's none of your business, then bursts into tears.

### **13. 'Joan' Case Study**

You have responded to a call at a block of retirement flats. This is the third time in two weeks the smoke alarms have been activated. When you arrive, you are directed to the same flat each time. The smoke alarm is activated by toast burning in a toaster. This is the same situation each time.

Joan lives in the flat. She is 86 and lives alone since her partner passed away some years ago, Joan is very upset that she has caused such a fuss. She can't remember putting the bread in the toaster, she says she must have just forgot.