

Family Care Case Study

A full-time employee called in a very emotional state. Her father had recently died and her mother, who was in a poor state of health and did not live nearby, was finding it difficult coping on her own. In addition, the school holidays were coming up and the caller didn't know what she was going to do with her children. She wanted to make sure that her children were safe and happy and wanted to support her mother, but also had to continue to work and didn't know how she was going to manage these conflicting pressures.

The caller and the advisor spent a long time talking through her concerns and worked out a timetable to clarify what she needed to do into a logical order:

- The advisor put her in touch with a childcare expert who was able to identify activities and schemes with vacancies in the area to help keep her children busy during the holidays
- She was put in touch with an elder care expert who helped her consider all her options, including residential care nearer to her home, and suggested ways of approaching this idea with her mother
- The advisor encouraged the caller to speak with her manager about her situation.
- She did this and was able to negotiate a reduced work week for an interim period to help her deal with her personal situation
- Additionally, the caller was provided with short-term counselling to help her deal with the emotions she was feeling around the loss of her father