
VIVA ACCESS LTD**CASE STUDY****Mrs B**

Mrs B is a 50 year-old woman with multiple sclerosis – which was diagnosed ten years ago.

She lives with her husband and their two daughters aged 21 and 16. They occupy a privately owned two storey detached house, built in the 1970s. Mr B is his wife's main carer, though he too has health problems, including back pain.

Mrs B uses a powered wheelchair on the infrequent occasions she mobilises and she also has a tilt-and-space shower chair. Both the shower chair and the wheelchair have extended back-rests and head-rests.

A few years ago they made an application for grant aid to extend their home to provide personal care facilities for Mrs B who had moved her bedroom down to the dining area. The extension was eventually completed but proved unusable due to insufficient circulation space for Mrs B's wheelchair and shower chair. Following this discovery the family became extremely upset, threatening legal action and intervention by their local MP. Senior management in the council also became involved, including the housing and social services director.

1. What approach would you take in order to diffuse this situation and to re-establish positive working relationships with the family?
2. What problems do you think Mrs B and her family might have experienced when they first used the extension?
3. How would you amend the scheme to ensure it met Mrs B's current and future needs?