

**STUDENT HANDOUT**  
**Unfolding Case Study: Caring for Peter Schultz**  
**Client and Family Experiences with Different Health Care Settings**

**DIRECTIONS:** In your group, review your assigned scenario(s) describing the client and family experience with various health care agencies and settings. After reading, work together to identify the positive aspects and challenges described in the scenario and be prepared to share your observations with the larger group.

a. Adult Day Programs

*Women from various agencies came to the house to interview Peter and myself. They arranged for Peter to spend one day a week at an Adult Day Program. Peter was cross about going and didn't like it at first, but after a couple of weeks I think he quite looked forward to it. Peter was often called on to sing a song or recite one of the many poems he knew by heart. One of his favourite activities was the bell choir. By the time residential care was needed, he was attending the program three times a week, which was a godsend to me.*

b. Home Support

*Community services also introduced me to home support. This was such a wonderful help to me. An HCA came every morning and got Peter up, bathed and shaved him, dressed him, and prepared his breakfast. Unless you have had to do so, you can't imagine how hard it is to help someone who resents being helped and thinks he doesn't need to be bathed, shaved, toileted or dressed, especially if you are the spouse. I can never thank these HCAs enough for all they did for me.*

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*I did the vacuuming and found it very tiring. I thought about someone to do it for me and people coming in to bathe Peter. I got myself all upset, feeling the intrusion of strangers in my home and then was filled with guilt because they were all here to help, then sadness that there were some places I couldn't take him.*

c. Respite Care

*Also available were respite times. If you were a caregiver, you were entitled to four weeks of respite a year. This meant your loved one could be cared for in a residence for a week while you had a rest. It didn't help at first because I felt so guilty, but after a year or two, I really looked forward to some time by myself.*

d. Residential Care

*I just came home from the residential care home. I took Peter there on the 26<sup>th</sup> of April, 2004. I took his clothes, his slippers, the toiletries, a harmonica, the large print Bible our daughter had given him, this German Bible written in old-fashioned script, which he could still read without glasses. Drove into the yard and parked.*

*"Where are we?" he asked.*

*"I need a little rest, honey, so you are going to stay here for a while."*

*He accepted that. I hauled the suitcase out of the trunk. He insisted on carrying the heavy thing. I punched in the code and the door opened. We went through it. The door closed. It was the beginning of our "involuntary separation."*

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*I am often amazed at the competence and kindly patience of the HCAs in the care home. Peter is at a table where five people need lots of help, but that never seems to bother the HCAs. They simply slide around from one to another on their wheeled chairs, keeping an eye on them all.*

*You might expect a dining room full of elderly people with cognitive and/or physical challenges to be a pretty gloomy place. Not so. Most of them look forward to meal times and most of them usually enjoy the food. The servers are all so friendly and pleasant, calling the clients by their names and remarking about their clothes or hairstyles, congratulating on birthdays and anniversaries. All over the room there is uplifting chatter and merriment, the HCAs joining in as they stroll around watching out for anyone needing help or attention, gracefully solving any dilemma that crops up. The clients could hardly be better cared for, in my opinion. I am thankful that Peter is living here.*