



**How Hilary Turned  
Her Situation Around  
in under 1 Week**

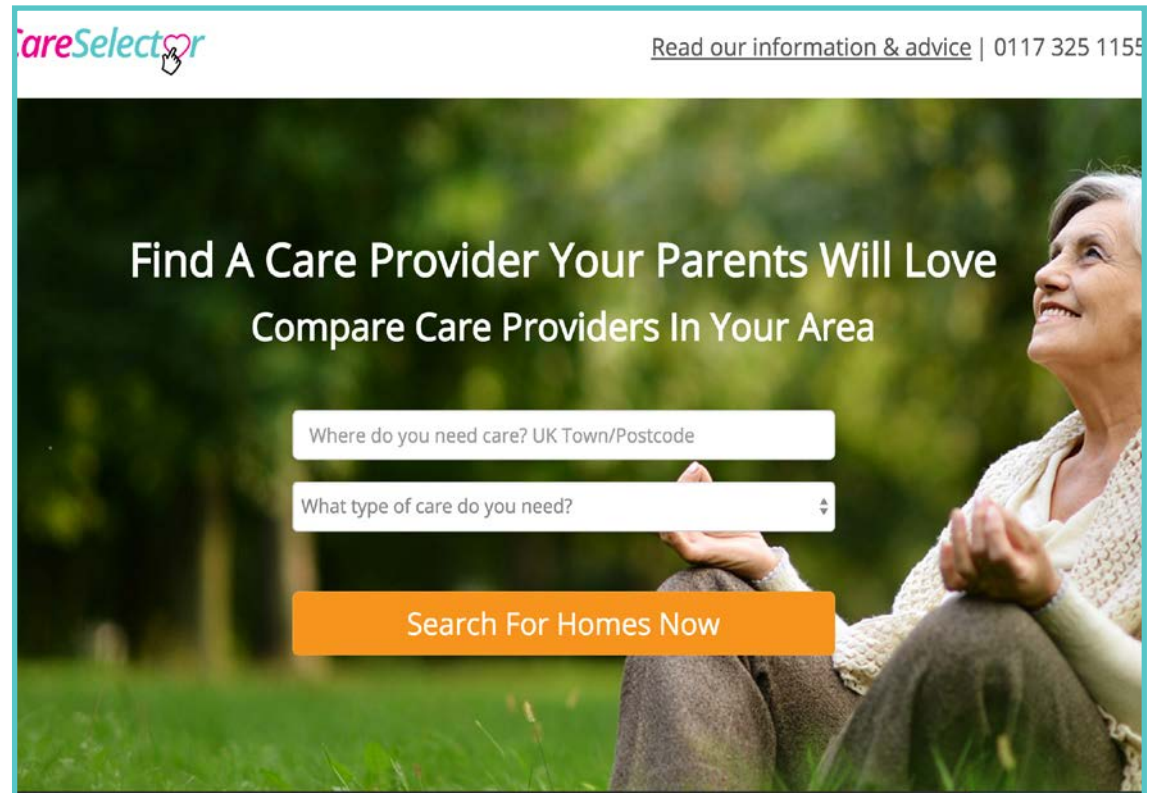
# Case Study

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# Introduction

Care Selector is an free service that allows self funders to find the right care provider for them.

You can create your own comparison report at [www.careselector.com](http://www.careselector.com); feel free to send to others in the team to try too. Our social workers compile the reports and then support people with all aspects from funding, legal, carer support and more.



# The Situation

Hilary's Mum was diagnosed with cancer 5 years ago. She recovered from but was left with issues as a result of the surgery.

In order to care for Mum, Hilary left her job. She thought it would be temporarily but 4 years later, she was still living at her Mum's home with her. Her brother lived away and was unable to help, which left Hilary isolated, financially strained and physically drained.

Hilary hired agencies to help her out but she wasn't able to find one that was quality enough to support her mum, so she continued to do this herself.

Hilary finally reached a limit to the stress and contacted the council for help. Although they

weren't able to support her Mum as she was a self funder, she was recommended to get in touch with Care Selector.

# The Challenge

Hilary had contacted two homes, one which was full and another which was available but way outside of her Mum's budget. Due to the stress of the situation, she booked it but after a reality check from her brother, decided that further research was required. However this was going to take her a couple of days; time she didn't have.

Hilary required a care home for her mum, where she could receive the quality care that she now needed. Her needs were beyond Hilary's ability. Hilary's Mum was not very mobile with arthritis, partially blind and deaf and suffered from mental health issues.

Hilary also needed support for herself, having been so isolated, physically and emotionally drained.

Finally Hilary needed guidance on how her Mum could fund the care. She knew that she would need to sell her Mum's home, but it required works and she didn't have the cashflow to do this.



# The Solution

Our team got to work and using our database and contacting providers, found her **4 suitable homes within 1 day**. We then sent this report to Hilary, with information on CQC rating, reviews, specialisms, contact details and more.

Hilary then visited the care homes on the following weekend. We provided her with a checklist of things to look out for to help her make her decision.

Her and her Mum found one that they were extremely happy with and decided that would be the place to go. The home was within 5 miles of her current address, had a 5 star CQC rating and impressed upon visiting.

The next challenge was to fund this; Care Selector

helped get quotes for renovating the property and took cost burden on for her so to not put pressure on finance; with the agreement that Care Selector will recoup the costs from house sale.

Next, we sent the top performing agents to the property do a valuation; from their submissions, we helped choose the best one for Hilary's Mum.

Care Selector are currently **managing the sell of the property** for Hilary; we have achieved an increase in value of £20,000 thanks to renovations and choosing the right agent).

Finally we gave Hilary **information and advice on support for carers** - she is now receiving a carers allowance and is in regular contact with Carers Trust.

# The Results

1. Mum is moving into the home at the end of July.
2. She now has the finances in place; we've put Hilary in touch with an IFA for a free consultation on how her Mum can manage the money.
3. Hilary is less stressed, happier and excited about going back to work



*"What Care Selector provided to me was exactly what I needed at a time of great distress; if anything I was surprised because the rest of the industry had been so difficult to work with."*

*"The thing I liked most about your service was that I felt like you understand and you were a friend. I'm the first of my friends to go through this so I had nobody to turn to for even the smallest of questions."*

# Talk to us

If you have any clients in need of our support and you or the client would like to further discuss, please contact **Jamie**, using the details below:

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