Umar’s Story

Umar is an elderly man who had his care and support needs met through a care agency provided as part of a managed service from the Council.

The service wasn’t tailored for Umar’s needs and he was confused on a regular basis as to which carers he would be expecting and when they would be calling. The care agency also didn’t have the ability to meet Umar’s cultural needs in terms of providing Caribbean food.

Overall, Umar was very unhappy with his way of life, regularly feeling anxious and confused about the support he received.

Umar’s support was reviewed by his Social Care Worker who discussed with Umar a different approach to his care and support needs. Umar’s Social Care Worker suggested employing two Personal Assistants who would be able to provide support for Umar and would be sensitive to his cultural needs.

Due to Umar’s mental health, he was unable to manage the Personal Budget and all the paperwork related to employing his own Personal Assistants. An agreement was setup with an independent organisation who could manage all this on Umar’s behalf, for a fee.

This means Umar doesn’t have to worry about the paperwork and can concentrate on getting back to enjoying his life.

Umar is now much happier with the control his has with his support and enjoys the company of his Personal Assistants who have had a huge impact on his life. He now also has regular Caribbean food which is something that is very important to Umar.