

Charlotte's Story

 Active Care in the Home

For Charlotte and her family, Care in the Home represents safety and support.

Born prematurely at 37 weeks, Charlotte* faced immediate health challenges, including breathing difficulties and a prolonged stay in the neonatal intensive care unit (NICU). Since then, Charlotte has experienced multiple hospitalisations, interventions, and medical procedures, including a ventriculoperitoneal shunt fitting, Nissen's Fundoplication to treat severe acid reflux, gastrostomy formation, and a heart implant for monitoring apnoeic episodes.

Prior to receiving support from Care in the Home, Charlotte's mother had to provide full, continuous care, often having to hold her constantly due to her severe health challenges. This left the family with little respite and considerable emotional and physical strain.

Charlotte requires support due to her complex medical conditions, including severe reflux, hydrocephalus, apnoeic episodes, and alternating hemiplegia of childhood. These conditions impact her ability to eat, sleep, and move independently. Charlotte needs assistance with feeding via Percutaneous Endoscopic Gastrostomy (PEG) and Nasogastric Tube (NGT), monitoring of sleep apnoea, and help with mobility and self-care tasks like using the toilet.

Care in the Home has been providing care for Charlotte for approximately five years, starting when she was 18 months old. With the help of our staff, Charlotte is able to sleep through the night, something that was previously very difficult due to medical needs, including medication management and feeding.

Before receiving care from Care in the Home, Charlotte's feeding schedule was very intense, with feeds occurring six times a day. With our support, her feeding has been spaced out more effectively, allowing for feeds to take place during the night, meaning both her and her family can have a better night sleep and improved quality of life. Charlotte and her family know that her medical needs are being monitored closely, meaning they are able to have more peace of mind.

Our staff have been instrumental in helping Charlotte develop greater independence. They provide support with daily tasks, fostering greater self-reliance and improving Charlotte's confidence. Charlotte also enjoys the sense of companionship and familiarity with the staff, and loves spending time with them.

For Charlotte and her family, the goal is to maintain stability and focus on improving their day-to-day life with the help of Care in the Home. To help Charlotte and her family meet their goals, Care in the Home will continue to provide consistent, reliable support that meets her medical and emotional needs. As Charlotte grows, we will encourage greater independence in daily tasks, while ensuring her complex health conditions are carefully managed. Family members will also receive ongoing support and guidance, helping them maintain balance and reduce stress.

*Name has been changed to protect the client's identity.



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