Spotlight on good practice: ASP Case Studies

**Case study 3**

Maggie is a 98 years old and lives on her own. She has a persistent delusion that a man is in her home, stealing form her and smoking and calls her daughter and police distressed. Maggie would call police 2 or 3 times a week and her daughter more frequently.

Police officers would often visit Maggie when she called, making sure she was safe and contacting her daughter to ensure she had someone to offer her reassurance. Officers were concerned for Maggie, they never found anyone in her home but found her distressed and were worried she might fall on the stairs if she tried to flee from her home. They passed these concerns to ER HSCP and multiple inquires and investigations were undertaken over the course of 2021-2022.

Due to the number of concerns and the shared concern for Maggie an ASP case conference was convened to consider a Multidisciplinary approach to supporting Maggie. It was agreed that Maggie required a review of medication from Psychiatrist and support form a CPN. It was also suggested that social support via a support provider could be trailed to reduce Maggie’s levels of anxiety, reducing calls to her daughter and Police.

As there was a plan in place which could effectively manage the risks identified, it was agreed that progressing under the 2007 Act would not give any additional benefit to Maggie or her family. It was recommended that support would continue and a reviewed.

This approach was monitored through multidisciplinary review meetings chaired by the Team manager. Maggie has really benefited from the support of the Older Adults mental health team and the provider. Maggie’s daughter feels that the support provided to her mother had allowed her to become happier and less distressed in her home and kept her safe and that the regular reviews had provided her with a support structure during a difficult time. Police Scotland have received only 3 calls from Maggie in 4 months since this support was introduced.