



# Case Studies

**healthwatch**  
Southend



**Joshua, aged 7**

## Doctors Surgery

- Joshua's mum has to go and see her doctor every month.
- Joshua has to go with her every time.
- Sometimes they have to wait for over an hour and he gets very bored.



**Emma, aged 13**

## Young Carer

- Emma is a young carer, this means that she looks after her mum at home.
- When she gets home from school she has to cook dinner for her mum and her younger brother, then she has to do some cleaning before she can do any homework.
- She gets very tired and finds it difficult to concentrate in school.
- Sometimes she feels like she needs some help but she doesn't know who to talk to.



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**Lucy, aged 6**

## Care Home

- Lucy's Grandma lives in a care home because she can no longer live on her own.
- Lucy visits her grandma every week with her mum and dad.
- Lucy enjoys seeing her grandma but sometimes she gets bored because there isn't much to do.
- Lucy sometimes worries that her Grandma might be bored too.



**Hari, aged 12**

## Hospital

- Hari has broken his leg and needs to have a small operation in hospital.
  - He has never had to stay in hospital before and he is very scared.
  - He will have to stay in the hospital over night and he is worried about being on his own.
  - Everyone at the hospital has been really nice and friendly but sometimes he doesn't understand everything the doctor tells him.
  - The doctors use complicated words but he is too scared to ask them what they mean.
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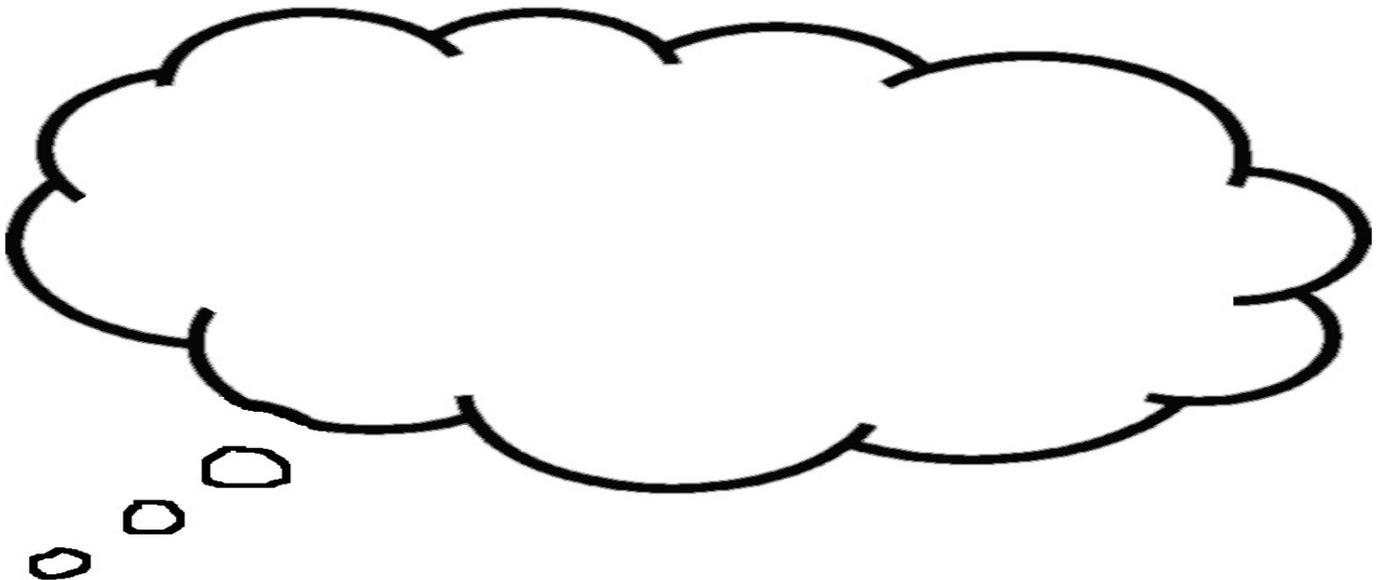
# Case Studies



Read through your case study carefully and have a go at describing what the young person might be thinking. How are they feeling about their situation? Then consider what they might need to ask for to make the situation better. What could be improved? Are they safe? Are they being treated well? Do they have enough information?

Case Study: \_\_\_\_\_

What are they thinking?



What do they need to ask for and what could be done to make the situation better?

