



Future Matters Case Study: Anne and Ethel

Anne and Ethel are two sisters in their eighties and living together in a flat in London.

Anne had already had a heart attack and was very unhappy with the care she had received and was now very poorly and housebound with a quality of life she was not happy with.

They were offered an appointment with one of our Future Matters volunteers, Janet, to help them plan for the future. Janet told them about all the choices they had in terms of expressing and recording their wishes and being the decisions makers of their care right up to the end of their lives. She told them about organising a power of attorney, making their will and writing an Advance Care Plan.

An Advance Care Plan is where you express your wishes, preferences and priorities for care at the end of your life. It helps your family, friends and the professionals involved in your care to understand what is important to you. It can cover issues around where and how you would like to be cared for if you become unwell, what treatments you would want or not want to receive but also how would you like your days to look and sound e.g. flowers, pictures, photos, music, TV, radio... It can cover any issue that is important to you.

Anne and Ethel were both very keen to have the opportunity to think about, discuss and write down what they wanted in their Advance Care Plan with the Future Matters volunteer. "It was really lovely to have Janet's support with it" commented Ethel.

Their wishes have now been written down and have been shared with their GP and recorded in their notes. "It's a relief to know that I can still have a say in what happens to me if I fall very ill again" says Anne "I wish I had known about this earlier!"