

Case Study – AC

The Challenge

Why was the support needed? - Brief Outline

AC was finding the COVID-19 lockdown challenging and was finding it upsetting that he was unable to attend his service with Wirral Evolutions

Our Role

What actions did we take? – Brief bullet points

- ✓ Staff made regular phone calls to AC to support him through lockdown, where possible this was done by staff members who AC is most comfortable with
- ✓ AC was encouraged and supported to keep in touch with his friends from the centre via phone during the lockdown period
- ✓ AC was given support and guidance to access his COVID-10 vaccination
- ✓ AC was supported by staff to return to the service after lockdown

The Difference We Made

Outcomes achieved for people we support – Brief bullet points

- ✓ AC has kept in touch with staff and friends from the centre during the lockdown period
- ✓ AC was able to make informed decisions about his vaccination and his return to the services
- ✓ AC was helped to feel happy and comfortable returning to the centre once restrictions were lifted

Quote

Quote from person supported, family or worker that sums up the experience

I am so pleased to be back I have missed you all so much, I can now see my friends again - AC