

Case Study - CR

The Challenge

Why was the support needed? - Brief Outline

CR was displaying challenging behaviours at home, which was proving difficult for her parents to manage

Our Role

What actions did we take? – Brief bullet points

- ✓ CR continued to receive weekly support during the pandemic to ensure continuity for her and for her family
- ✓ She has a tablet with photos of her family and friends, which CR can bring from home and look at while at the centre
- ✓ Facetime and Zoom sessions were set up with some of CR's friends in other bubbles to enable them to keep in touch
- ✓ Online sing a longs and quizzes were also set up so CR and her friends could join in activities together
- ✓ CR and her friend SG were supported in an activity to draw portraits for one another
- ✓ Staff have liaised with transport to facilitate transporting CR into the centre both weeks (they previously did not have capacity to do this)

The Difference We Made

Outcomes achieved for people we support – Brief bullet points

- CR's parents have reported a reduction in challenging behaviours at home. At the centre CR does not display any behaviours of concern at all
- Vital respite was provided for her parents
- The additional transport that has been arranged for CR to access the centre has alleviated some pressure of her parents
- Being able to maintain contact with her peers during the pandemic has had a positive impact on her emotional wellbeing
- Looking at the photos on her tablet with staff makes her visibly more happy
- The online interactions have had a positive impact on CR and her peers who may have been feeling socially isolated

Quote

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

"It's marvellous" - CR's mother in relation to the additional service her daughter has been provided during lockdown.