

ER's Story

The Challenge

Why was the support needed? - Brief Outline

- ✓ ER has attended day services for many years and has always preferred to sit outside of a group during activities, and would sometimes struggle to interact with others
- ✓ Staff were concerned that the COVID-19 pandemic would further impact on ER's ability to interact with peers

Our Role

What actions did we take? – Brief bullet points

- ✓ Staff supported ER through the lockdown period with regular phone calls and prepared him for the changes that would be happening on his return to day services
- ✓ Staff encouraged ER to voice his likes and dislikes in order for a personalised services to be offered to him
- ✓ Staff worked with ER to help him understand that sometimes changes can be a positive thing
- ✓ On return to the service, ER was able to use a quiet space when necessary

The Difference We Made

Outcomes achieved for people we support – Brief bullet points

- ✓ Staff have noted that ER has a huge smile on his face since returning to the centre
- ✓ ER has fitted back in well with his peer group
- ✓ ER has coped so well with the changes to his routine, environment and staffing
- ✓ ER has felt able to communicate more openly with staff, which he did not do prior to COVID
- ✓ Staff at ER's supported living have advised that his time in day services has had a positive impact on him when he returns to his home environment

Quote

ER laughs more, encourages conversation and is more relaxed