

## KB's support through COVID 19 PANDEMIC

### The Challenge

#### *Why was the support needed? - Brief Outline*

- ✓ KB's wellbeing was being affected by the COVID-19 lockdowns and was displaying behaviours of concern at home
- ✓ KB has trouble when his routine changes and his mental health was suffering

### Our Role

#### *What actions did we take? – Brief bullet points*

- ✓ It was agreed that outreach work would be beneficial for KB to enable him to see a familiar face and keep active, and to have some time away from home
- ✓ Staff supported KB to go for regular walks at Birkenhead Park while he could not attend a day centre
- ✓ KB took part in Zoom sessions with friends and staff from his centre, enabling him to keep in touch with familiar people
- ✓ Staff kept in touch with KB by phone each week and talked through any concerns or worries he may have
- ✓ KB was supported when able to return to the centre, and staff supported him through the changes to his routine there due to COVID-19

### The Difference We Made

#### *Outcomes achieved for people we support – Brief bullet points*

- ✓ KB's behaviours of concern reduced and his relationships at home improved
- ✓ KB felt reassured during a time of changes to his routine which helped to improve his wellbeing
- ✓ KB enjoyed seeing his friends on Zoom sessions and was happy being able to see familiar faces
- ✓ KB felt reassured by phone calls from staff and understood that lockdown would not be forever

### Quote

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

**KB is thrilled to be back and follows all procedures to the risks of COVID 19 - Key Worker**