

## LL's Story

### The Challenge

*Why was the support needed? - Brief Outline*

- ✓ LL wanted to be able to join in with meetings such as Speak Up Be Heard, but needed support

### The Difference We Made

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

- ✓ LL now represents her service at meetings and is enjoying her role as an ambassador for her service
- ✓ LL has grown in confidence and has shown resilience to change during the experience of lockdown
- ✓ LL has learned new skills and has embraced using technology

### Our Role

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

- ✓ Staff learned how to use Zoom to enable them to support LL to attend online meetings
- ✓ Staff worked with LL's parents to enable LL to take part in meetings from home when she was not able to attend the service
- ✓ Staff put future meetings into a diary to ensure LL was supported at future meetings, and dates were sent home to LL's parents so that they also had the information

### Quote

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

**“I am more confident now” – LL**