



Willowbrook
Quality Homecare



Case Study 2: Supporting Mental Health and Safety in an Extra Care Scheme

Background:

A female service user transitioned to our Extra Care scheme from an all-male hostel where she had lived for 17 years. During her initial assessment, she revealed a history of low moods and several traumatic experiences that significantly impacted her mental well-being. This information was detailed in her care notes to ensure the Care Team was fully informed and could interact with her sensitively.

Initial Support:

From the day of her assessment, we began providing support tailored to her needs. Understanding her triggers, we arranged for her to visit the property late in the evening when it was quiet. This allowed her to tour the communal areas and become comfortable in the new environment without the presence of others, which helped her feel at ease.

Transition and Integration:

On the moving-in day, we collaborated closely with her mental health team to support her throughout the transition process. We facilitated her introduction to a small group of residents in a quiet setting to avoid overwhelming her. This careful management helped her adjust to the new environment without experiencing undue stress.

Crisis Management:

Despite these efforts, a few months into her residency, she experienced a significant relapse in her mental health. This relapse manifested in dangerous behaviours, including bringing a knife into communal areas and threatening employees and residents, leaving the building during the night, self-harming, and forming volatile relationships. Due to the team's awareness and vigilance, we responded swiftly and effectively, involving the police to manage the immediate threat posed by the knife.

Collaborative Approach:

We worked in partnership with - the local police force, local Authority Safeguarding Team, housing provider, and her mental health team to develop a comprehensive safety plan. This

plan included an "I statement" to empower her and provide a clear framework for understanding and managing her well-being. The statements included:

- "What does looking well for me look like?"
- "What does becoming unwell look like for me?"
- "I know I am very unwell when I..."
- "Activities that can help when I am becoming unwell."

This safety plan empowered both the service user and care team by providing clear guidelines on how to recognise and respond to her triggers and signs of deteriorating mental health.

Positive Outcomes:

Through collaborative efforts and tailored support, she made significant progress in overcoming her mental health struggles. The positive impact of our support was evident, and she has since been discharged from the mental health team, marking a substantial improvement in her health and well-being.

Conclusion:

This case study illustrates the importance of personalised, vigilant, and collaborative care in supporting individuals with complex mental health needs. Our care team's dedication to understanding her unique triggers and creating a supportive environment has not only helped her navigate a difficult transition but also led to a significant improvement in her mental health and overall well-being.

We remain committed to continuing this support to ensure her stability and quality of life.