



Willowbrook
Quality Homecare



Case Study 3: A Female Service User's Journey to Health and Independence

Background:

Before her move to our Willowbrook Extra Care Scheme at AM in February 2024, a female service user was previously living in an extra care service, where she faced significant physical and mental health challenges. Long-term COVID symptoms had left her exhausted and weak. Additionally, she suffered from chronic back and neck pain due to bulging discs, which limited her mobility. Her weight had also reached a level that seriously impacted her health, exacerbated by her inability to engage in regular physical activity.

Her mental health was also strained. The combination of chronic pain, reduced mobility, and isolation led to increased anxiety and feelings of disconnection. Although she received some care, it was not sufficient to meet her growing needs. Facing eviction due to her inability to maintain her living space, her stress and anxiety mounted, making it difficult to focus on improving her health and well-being.

Initial Support:

Her move to AM in February 2024, marked a turning point in her life. The supportive environment, alongside a tailored care package, provided her with the foundation to begin improving her physical and mental health. Regular visits from carers and the community atmosphere at AM helped her regain a sense of independence, reducing her reliance on carers for basic tasks.

Physical Transformation:

Committed to improving her health, she began attending the gym at The Billie Project, leading to remarkable physical progress. She successfully reduced her weight to 22.5 stones, which significantly improved her overall well-being. The chronic pain in her back and neck subsided, and she no longer needed medication for stomach issues. Her mobility also increased dramatically, enabling her to walk around AM and nearby areas without the need for a walker or poles.

Additionally, she began cooking healthier meals and managing her grocery shopping independently, often taking the bus to local shops. This independence in managing her diet and health reflects her growing confidence and ability to care for herself.

Social and Emotional Well-being:

Socially, she became an active member of the AM community, participating in activities such as arts and crafts, Bingo, and church services. These activities helped her build social connections and overcome the isolation she once felt. The strong social bonds she formed in the community significantly improved her mental health and sense of purpose.

Her family, including her mother, father, and brother, expressed pride in her progress. As her independence grew, her care package was reduced to just 2.5 hours per day, reflecting her ability to manage daily tasks on her own.

Looking Forward/Positive Outcome:

She now looks forward to future milestones, including a sponsored walk in May 2025 to raise funds for the AM hub. This goal demonstrates her ongoing commitment to her health and her desire to contribute to the community that has supported her so much.

Conclusion:

This female service user's journey from her previous extra care service to Willowbrook Extra Care demonstrates the profound impact that personalised, person-centred care can have on an individual's physical and mental well-being. Despite the significant challenges she faced, she has shown tremendous resilience and determination to regain control of her life.

Her story is a testament to the power of tailored care and community support in fostering independence, well-being, and a renewed sense of purpose.

As she continues to pursue new goals and remains committed to her health, her journey serves as an inspiration to others who may face similar challenges.