



**Willowbrook**  
Quality Homecare



## **Case Study 4: Empowering Independence Through Personalised Support**

### **Background:**

Client G moved into Riverside Heights, Darwin in 2021, requiring intensive support due to significant communication difficulties. Upon arrival, they were only able to say a single word and needed extensive assistance with all aspects of daily living. They required two caregivers for every visit, six times a day, to support them with daily and personal tasks.

### **Initial Challenges:**

Client G's limited ability to communicate led to frustration, impacting their confidence and independence. Daily interactions were challenging as they struggled to express their needs and preferences. Additionally, their reliance on two caregivers for every visit highlighted the elevated level of physical support required at the time.

### **Tailored Support and Encouragement:**

Recognising Client G's potential for progress, the Extra Care Support team at Riverside Heights implemented a structured and personalised approach to enhance their communication skills and promote greater independence. Through patience, encouragement, and consistent engagement, the team collaborated closely with Client G, supporting them in building confidence and actively participating in their care.

### **Progress and Positive Outcomes:**

With dedication from both Client G and the Extra Care Support team, significant improvements were made. Client G gradually learned to communicate more effectively, speaking more words and expressing their needs with greater clarity. As their confidence grew, they became more independent in their daily routines.

As a result of this progress, their care package was reassessed, leading to a reduction in the level of support required. They now need only one caregiver per visit instead of two—a testament to their progress and the impact of person-centred care in fostering independence.

**Conclusion:**

Client G's journey at Riverside Heights demonstrates the transformative power of personalised care, encouragement, and the right level of support. Through a strengths-based approach and consistent effort, they have regained essential communication skills, reduced their reliance on intensive support, and taken meaningful steps towards a more independent life.

**This case study highlights the importance of empowering individuals through tailored care, proving that with the right approach, people can overcome substantial challenges and achieve remarkable progress.**