



**Willowbrook**  
Quality Homecare



## **Case Study 5: Enhancing Wellbeing and Independence Through Extra Care**

### **Background:**

Client C moved into Riverside Heights, Darwin, in November 2024. Before relocating, they lived in a small two-up, two-down house, where their quality of life was significantly restricted due to their MS. Their condition impacted both their physical abilities and mental wellbeing, making daily life increasingly challenging.

### **Initial Challenges:**

Living in an environment that no longer met their needs, Client C faced difficulties with mobility and had limited opportunities for meaningful engagement. The constraints of their previous home meant they were unable to go out as often as they wished, negatively affecting both their emotional and physical health.

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

Since moving into Riverside Heights, Client C has received personalised support designed to help them regain independence. Each morning, after assisting them with personal care, the Extra Care Support team encourages and supports them in walking down the corridors.

Through this daily routine, they have gradually increased the distance they walk, demonstrating steady progress in their mobility and confidence.

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

The transition to Riverside Heights has had a transformative impact on Client C's wellbeing. Their improved mobility has enabled them to go out every day with their spouse—something that was previously difficult. This increased independence has significantly enhanced their quality of life and strengthened their shared experiences.

The ongoing encouragement and tailored support from the Extra Care team have led to notable improvements in both their physical and mental health. Each day, Client C continues to walk a little further, highlighting their determination and the effectiveness of consistent, person-centred care.

**Conclusion:**

Client C's journey demonstrates the vital role that a supportive and accessible living environment plays in an individual's overall wellbeing. By moving into Riverside Heights, they have regained a sense of independence, improved their mobility, and enriched their daily life.

**This case study reinforces the importance of personalised care in empowering individuals with complex needs to achieve greater independence.**

**It highlights that with the right support, people can overcome significant challenges and make remarkable progress in both their physical and mental wellbeing.**