



Willowbrook
Quality Homecare



Case Study 6: Enabling a Dream Holiday with Person-Centred Support

Background:

A service user living at Albion Mill with learning difficulties has always expressed a heartfelt wish to go on holiday. However, due to their mother's health challenges, she cannot accompany them. With their brother managing their finances, we started collaborating closely with him to explore safe and suitable holiday options that would meet the service users' needs and ensure an enjoyable experience.

Challenges:

Ordinarily, we do not provide care services when a service user is away on holiday. However, recognising the importance of this opportunity and understanding the service user's reliance on familiar care support, we needed to find a solution that would ensure their well-being while making their holiday dream a reality.

Collaborative Solutions:

We adopted a flexible, person-centred approach by collaborating with our Lytham Homecare branch. The care support team at Lytham agreed to travel to Blackpool, where the service user and their friend planned to stay and provide dedicated care for six days. This seamless coordination between branches ensured the service user would receive consistent support from care professionals they could trust.

Positive Outcomes: With the reassurance of continuous support, the service user was able to confidently enjoy their holiday. They explored local attractions, participated in seaside leisure activities, and created cherished memories. Their emotional well-being improved significantly, and they expressed deep gratitude for the assistance they received.

Continued Support: Throughout the holiday, our care team maintained open communication with their brother, providing regular updates to ensure peace of mind. Additionally, the team documented their experiences and feedback to further enhance our understanding of how best to support them in the future.

Conclusion: This case study exemplifies our commitment to flexibility and person-centred care. By working collaboratively across branches and prioritising the service users'

aspirations, we empowered them to achieve a long-held dream. The success of this experience reflects our dedication to enhancing the quality of life for the people we care for, making a positive impact through compassionate and adaptive support.

We remain committed to continuing to provide exceptional care that upholds our values of respect, dignity, and person-centred support.