



Willowbrook
Quality Homecare



Case Study 9: Positive Outcomes Following a Move to Hare Hill

Background:

Prior to moving to Hare Hill, Client J lived alone in her own flat. During this period, both her mental and physical health declined significantly.

She was non-weight bearing and had remained in bed for approximately five months, requiring full support with mobility and spending the majority of her time in bed. This led to reduced strength, lower confidence, and a decline in overall wellbeing.

Client J also experienced poor mental health and feelings of isolation. Her anxiety resulted in contacting her family more than 20 times each day, reflecting the difficulty she faced coping independently.

Transition and Emotional Wellbeing

Since moving to Hare Hill on 23 January 2026, Client J has reported feeling happy and significantly more positive. She has shared that her mental health has improved greatly and she now contacts her family around twice per day, indicating increased feelings of safety, calmness, and reassurance.

Her family have expressed relief and comfort knowing she is living in a safe and supportive environment. They are pleased to return to their role as family members rather than primary carers.

Client J's sister, who had previously felt unable to visit due to concerns about the living environment, has now re-established contact and is planning to visit and spend time together, something Client J is greatly looking forward to.

Physical Wellbeing and Mobility

A gradual and person-centred approach has been taken to support Client J with her mobility, with all moving and handling plans followed to maintain safety, dignity, and comfort.

Within four days of moving in, Client J agreed to be supported out of bed and into her chair for the first time in several months. She remained seated for approximately two hours and tolerated this well.

By 28 January 2026, she was able to sit in her chair from the morning visit through to the evening visit, demonstrating improved confidence, endurance, and physical tolerance.

Social Engagement and Confidence

Since the move, Client J has shown a noticeable improvement in mood and outlook. She has expressed interest in engaging with activities and social opportunities within the service.

She attended the Valentine's Day celebration, which she greatly enjoyed and described as helping her feel like herself again after a long period of low mood and isolation.

Outcomes and Ongoing Support

The move to Hare Hill has resulted in clear positive outcomes across several areas of Client J's life:

- Improved mental health and emotional wellbeing.
- Increased physical tolerance, mobility, and confidence.
- Reduced anxiety and reliance on frequent family contact.
- Strengthened and more positive family relationships.
- Greater social engagement and enjoyment of meaningful activities.

Client J now feels safer, happier, and more settled, with support that is responsive to her individual needs and promotes her wellbeing and independence.

Conclusion

This case study highlights the significant difference that a safe, supportive, and person-centred environment can make to an individual's mental health, physical wellbeing, and quality of life.

Through compassionate support, gradual rehabilitation, and meaningful social opportunities, Client J has experienced renewed confidence, improved relationships, and a greater sense of security and belonging.

Her journey demonstrates how the right care environment can enable people we support to regain stability, reconnect with others, and live with improved wellbeing and dignity.