



Willowbrook
Quality Homecare



Case Study 10: Positive Outcomes Following a Move to our Extra Care Service

Background:

Prior to moving to Hare Hill, the individual lived alone in their own flat. During this period, both their mental and physical health declined significantly.

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

The individual also experienced poor mental health and feelings of isolation. Their anxiety resulted in contacting their family more than 20 times each day, reflecting the difficulty they faced coping independently.

Transition and Emotional Wellbeing

Since moving to Hare Hill in January 2026, the Individual has reported feeling happy and significantly more positive. They have shared that their mental health has improved greatly and they now contact their family around twice per day, indicating increased feelings of safety, calmness, and reassurance.

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

The individual'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 they are looking forward to.

Physical Wellbeing and Mobility

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

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

By the end of January 2026, they were able to sit in their chair from the morning visit through to the evening visit, demonstrating improved confidence, endurance, and physical tolerance.

Social Engagement and Confidence

Since the move, the individual has shown a noticeable improvement in mood and outlook. They have expressed interest in engaging with activities and social opportunities within the service.

They attended the Valentine's Day celebration, which they enjoyed and described as helping to feel like 'them' again after a lengthy period of low mood and isolation.

Outcomes and Ongoing Support

The move to HH has resulted in clear positive outcomes across several areas of Individuals 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.

They now feel safer, happier, and more settled, with support that is responsive to their individual needs and promotes their 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, the individual has experienced renewed confidence, improved relationships, and a greater sense of security and belonging.

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