



Seeking support

Gary is in his late 50s and married man. He has recently been discharged from hospital after a mental health crisis. He has been working with his Community Psychiatric Nurse (CPN), Nicola, but feels he needs help with Activities of Daily Living (ADL), socialising and rebuilding his life.

Introduction

With Gary's consent, Nicola introduces him to the Living Well short-term offer so he can access social care support.

Triage

Gary's introduction is reviewed by health, Adult Social Care and Voluntary Sector partners.

Welcome Call

Team member phones Gary to check and gather basic information such as best times for appointments.

Initial Conversation

Gary is now on new medication and, following his hospital stay, wants to start living his life again. He says he wants to start watching and participating in sport again and build up a social life by going for walks and to cafes. He says he needs help shopping and preparing meals. He has money worries due to no income and Angela explains he may be entitled to benefits. Gary consent to a referral to Welfare Rights for assessment.

Initial Conversation

CPN Nicola and care coordinator Angela go to Gary's house so they can gain a full picture of his home life. During the conversation Gary tells Angela he has had a bipolar diagnosis since his 30s. After stopping taking his medication, his mood became unstable, his relationships suffered and he attempted to take his own life. As a result, he was sectioned under the Mental Health Act.

Huddle discussion

Gary's health needs, including medication, are already being supported by Nicola his CPN through the Living Well Long-Term Offer. To run alongside this, the multi-agency team agree he would benefit from mental health enablement team support available through the Living Well Short-Term Offer. Due to Gary's history and potential for unpredictable behaviour, two enablement workers - Lawson and David - are assigned to support him with Activities of Daily Living.

Support planning

Enablement workers Lawson and David visit Gary to work with him to outline some goals. Gary is keen to start socialising again by attending groups and going out for walks. Until his confidence grows, these will be with Lawson and David. Gary also sets a goal to create a menu, and to shop and prepare healthy meals.

Living Well

The Living Well service is made up of health, social care and voluntary sector teams. This means support can be tailored to the individual without them being passed around services.



ReQoL

The Recovering Quality of Life (ReQoL) and Goal-Based Outcomes questionnaires help colleagues and the people they are supporting to understand how they feel. This helps guide the support they are given. It is completed at the beginning, partway through and at the end of the support to measure and reflect on the impact the support has made.

Outcome measures

During his first session, Gary completes ReQoL and Goal-Based Outcome questionnaires and his ReQoL score is 23.

Support given

Gary responds well to the support. He enjoys getting into a routine of walking and cooking. Universal Credit is easing Gary's financial worries and he is waiting for a PIP form so Welfare Rights can support him to complete this. Due to his progress, it's agreed Gary will now work with just one enablement worker, David. Gary would like to get back into work and David suggests introducing him to the employment service IPS for support with this.

Next steps

Although Gary is meeting his goals and feeling much more positive about his future, he still does not feel ready to move forwards alone, so asks David if his support can be extended. David discusses this with the multi-agency team who agree Gary could benefit from a six-week extension.

Self-help tools

During his support Gary learns some basic self-help tools such as taking control of situations where he does not feel comfortable. This can be as simple as walking out of a café if it is too crowded. This helps Gary to feel more in control.

Mid-point evaluation

Gary and David look back on his progress so far. Gary completes the ReQoL and Goal-Based Outcome questionnaires again and his ReQoL score is 30.

Preparing to Move Forwards

After the extra support, Gary is still reluctant to leave the service because he feels comfortable with weekly visits from David. However, care coordinator Angela reassures him that he can return to the service in the future if needed and is confident Gary can maintain a routine himself. Gary is going to carry on working on his goals and will continue to play sport. He says his personal relationships have improved.

Moving Forwards

Following a final session with David, Gary chooses to have his Moving Forwards conversation with Angela over the phone. Gary is happy he has developed a routine and has been enjoying going out and seeing different people. He says the support has significantly improved his quality of life and reduced his worrying. He has started playing sport again, feels more confident and generally happier. He completes the ReQoL and Goal-Based Outcome questionnaires for the final time and his ReQoL score is 34.

Long-term support

Gary has made so much progress with his enablement workers that the CPN feels he no longer needs long-term support. Gary feels reassured that, if his situation changes and he needs further support, he can introduce himself back into the Living Well service at any time in the next two years.



Gary's* journey

SUMMARY

Gary's struggles

- Gary had recently been discharged from hospital after being sectioned under the Mental Health Act.
- He was struggling to rebuild his life and lacked confidence to resume social activities and hobbies.
- He needed help with everyday tasks, including food shopping, meal planning and cooking healthy meals.
- His relationships had suffered as a result of his mental health difficulties.
- He was experiencing financial difficulties due to lack of income and was living off his savings.
- Gary felt anxious about managing without support and was reluctant to leave the service despite making good progress.

“ I have found it a really good experience; it was handy to talk things through. I feel more confident in myself and am enjoying life again. I have learnt to believe in myself. Just knowing that I can access the support again if I need to is reassuring. ”

How was Gary supported?

- Gary's health needs were being supported by the Living Well Long-Term offer but his Community Psychiatric Nurse felt he needed help with Activities of Daily Living (ADL) so introduced him to Living Well Short-Term Offer for social care support.
- The multi-agency team reviewed his needs and assigned two mental health enablement workers to support him with daily living skills and wellbeing.
- To help with the financial difficulties, Gary was supported to claim Universal Credit and referred to Welfare Rights for help accessing PIP. Later in his support, Gary was signposted to the IPS employment service for support with returning to work.
- Enablement workers supported Gary to develop a routine, including walks, shopping, preparing balanced meals and building his confidence to visit cafes.
- As Gary's confidence grew, support was gradually reduced to one enablement worker. Gary was shown practical coping strategies to manage situations that made him anxious.
- Gary's progress was reviewed using the ReQoL (Recovering Quality of Life) and Goal-Based Outcomes questionnaires at the beginning, mid-point and end of his support.
- When Gary felt he needed more support, this was extended by six weeks. After this, Gary was advised he could reintroduce himself into the service at any point in the next two years.

ReQoL change: +11

