

Rob's* journey PART 1



Seeking support

Rob is struggling with low self-confidence and social anxiety. His mood has become very low and he has been having suicidal thoughts. His wife has become very concerned and suggests he goes to see his GP. The GP refers him to Talking Therapies.

Introduction

Talking Therapies believe Rob would be more suited to the multi-disciplinary support offered by Derby Wellbeing so Rob consents to be introduced to the service for further support.

Triage

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

Initial Conversation

Rob chooses to have this conversation at the Derby Wellbeing base because he prefers to communicate face to face. During the conversation, Rob explains that he is married with two grown-up children but says he feels like a burden to the family. He feels he has no worth or value and has been having suicidal thoughts.

Welcome Call

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

Initial Conversation

Rob says he has no motivation or enjoyment of life and, when things feel tense at home, he tends to shut down. He suspects he may be autistic and the GP has referred him for assessment via the NHS Right to Choose pathway.

Huddle discussion

The worker who holds the Initial Conversation takes this information to the huddle, so the multi-agency team can discuss how best to help Rob. The team believe Rob could benefit from medication so they suggest he returns to his GP to discuss this. They also assign Jo, a Wellbeing Coach, to work with Rob on the Neurodiversity Anxiety Management pathway to help him build confidence, improve his self-worth and self-compassion, and alleviate his social anxiety.

Derby Wellbeing

The Derby Wellbeing 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.

Rob's* journey PART 2



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.

Support planning

By the time Rob attends his first session with his wife, Rachel, he has started his medication. Rob completes ReQoL and Goal-Based Outcome questionnaires and his ReQoL score is 22. This is relatively high because the medication has started to help.

Support planning

Together with Wellbeing Coach Jo they look at the Wheel of Life to explore which areas of his life are causing distress. Areas for improvement are identified across physical and mental health, with self-confidence being a key issue, as Rob scores just 1/10 in this area. Together they create goals around improving Rob's motivation and reducing procrastination. His first goal is to clean the car.

Autism diagnosis

Alongside his support from Derby Wellbeing, Rob undergoes an autism assessment through the NHS Right to Choose pathway and receives a diagnosis. While Rob finds his autism diagnosis helpful in explaining many of his struggles, he needs time to come to terms with the fact that he's had no support for so long. His autism diagnosis helps his wife to understand why Rob doesn't enjoy social occasions.

Support given

With the support of Wellbeing Coach Jo, Rob works through the Neurodiversity Anxiety Management booklet to help understand the different factors which may be contributing to his social anxiety. This covers Rob's sensory profile, with noise being identified as an issue, as well as his social profile, thought cycle and current environment.

Mid-point evaluation

Around this time, restructuring is taking place at Rob's place of work, causing him further stress and anxiety. He is moved to an open-plan office, which causes him to feel uncomfortable due to the increased noise and feeling of exposure. As a result, Rob's mid-point ReQoL score goes down to 17.

Self-help tools

As Rob continues his one-to-one sessions, Jo helps him to understand his thoughts and notice how they affect him. This helps Rob decide what feels helpful to focus on now, and what he might be ready to work on.

Rob's* journey PART 3



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.

Self-help tools

Together Rob and Jo also identify that Rob finds it easier to write down his feelings than say them out loud, so he uses this as a way to improve communication with this family. As part of his journey of self-discovery, Rob researches neurodivergence by watching YouTube videos and listening to podcasts. He finds some – but not all – of these helpful.

Next steps

Rob now understands how he can accommodate his sensory and social needs to remain within his window of tolerance. Jo helps Rob to recognise his sensory difficulties and needs, and build recovery time into his day, particularly after work.

Self-discovery

Over the course of 10 weekly sessions, Rob gains an understanding of the triggers that cause him to have shutdowns and sleepless nights due to spiralling thoughts.

Preparing to Move Forwards

As Rob gets ready to leave the Derby Wellbeing service, Jo helps him to recognise that this is an ongoing journey. Together they explore options for the future. Rob plans to investigate neurodivergent groups to help him continue his journey of self-discovery. He also plans to look into the different options available for weekly counselling as he has found it so helpful to talk to Jo during their one-to-one sessions.

Moving Forwards

At Rob's last session with Jo, they reflect on his progress so far. He has succeeded in working towards all of his goals – including cleaning the car – but there is still some way to go. His self-confidence has improved from 1/10 to 5/10. He has been out with work colleagues socially and communication with his family has improved. He completes the ReQoL and Goal-Based Outcomes questionnaires again and his final ReQoL score is 26.



“Life feels a little bit brighter, and I find I am not so caught up in the negative thoughts of being worthless for long. I can recognise them for what they are – unhelpful thoughts with no evidence – and let them go.”

Rob's* journey SUMMARY

Rob's struggles

- Rob was struggling with low self-confidence, low mood and suicidal thoughts.
- He lacked motivation, had poor self-worth and felt like a burden to his family.
- Rob had sensory issues, a tendency to shut down when under stress and struggled with social anxiety, leading him to suspect he may be autistic.
- He struggled to communicate his feelings to his family and others.
- Spiralling thoughts caused him to have difficulty sleeping.
- Partway through his support, changes at work added to his stress and anxiety.
- Rob's wife was worried about him and persuaded him to go to his GP for support.

How was Rob supported?

- The Derby Wellbeing multi-agency team assessed Rob's needs and assigned a Wellbeing Coach, Jo, to support him.
- They recommended seeing GP for medication to help manage his mental health.
- Rob was supported through the Neurodiversity Anxiety Management pathway which explored sensory, social and environmental factors affecting his wellbeing and helped him to understand and manage his sensory needs. Rob and Jo identified new ways for Rob to communicate with his family.
- Together Rob and Jo developed personalised goals to improve Rob's motivation and confidence.
- Jo taught Rob some techniques to challenge his negative thoughts and build self-compassion. Together they developed strategies to manage shutdowns, anxiety and spiralling thoughts.
- Jo and Rob tracked progress using the ReQoL (Recovering Quality of Life) and Goal-Based Outcomes questionnaires to measure improvements in wellbeing.
- At the end of the support, Rob was advised he could reintroduce himself into the service at any point in the next two years.

ReQoL change: +4

