# Richard's* Journey

**Willow House, Birmingham**

**Specialist residential service with nursing for adults with learning disabilities and complex needs**



## Richard's History

Before coming to Willow House, Richard was in a supported living placement where his access to the community had become significantly restricted due to concerns around his behaviour.

As a result, Richard had very limited opportunities to take part in meaningful activities and spent much of his time watching videos on his mobile phone.

## When Richard Came to Us

From the outset, the team focused on helping him gradually become more engaged in everyday activities and connecting with his peers.

This started with small, familiar outings including local shopping trips, walks in the park, café visits and meals out.

Initially, Richard was often reluctant to participate and showed limited interest in activities. Rather than allowing this to become a barrier, the team continued to offer encouragement, redirection, demonstration and role modelling, giving Richard opportunities to become involved at a pace that worked for him.





## Richard's Care

Alongside community activities, the team encouraged Richard to take part in activities at Willow House, including colouring and structured games. Staff soon discovered that Richard particularly enjoyed maths puzzles and made sure these became part of his support.

He has since attended the gym, enjoyed bowling trips, music festivals, and attends Friday prayers at the mosque each week. Supporting Richard's faith has also become an important part of his care.

Following a review with Richard's social workers, during which his improved engagement was recognised, a fidget board was recommended to support him following a reduction in 1:1 support. This has really supported him and helped provide calm during moments of concern.

The team has also supported Richard to develop safer eating habits, encouraging a slower pace at mealtimes and seeing positive changes begin to emerge.

## Outcomes Achieved

- Increased engagement in meaningful activities
- Greater confidence accessing the community
- Improved engagement with staff and peers
- Successfully adapted to a reduction in 1:1 support
- Beginning to develop safer eating habits
- Now looks forward to planned activities
- Positive progress recognised by his family and social workers

## Richard Today

Richard has made significant progress since arriving at Willow House. He now actively participates in a variety of activities, spends considerably less time on his phone and engages more positively with staff and his peers.

Most importantly, Richard now looks forward to planned activities and has opportunities to enjoy a much more varied range of experiences both at home and within his community.

His progress has also been recognised by his social workers and family, who have shared positive feedback about the changes they have seen.

***Name has been changed to protect his identity.**

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Social Care Referrals

**For more information or to make a referral, please contact your regional Business Relationship Manager or email: sc.referrals@cygnethealth.co.uk**

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