

CASE STUDY Mental Health

The Service User

Clara* is a young Mother of two who lived in a one-bedroomed flat in Great Yarmouth. Clara was recently diagnosed with Learning Disabilities following a cognitive assessment by a Counselling Psychologist.

Clara had been finding parenthood difficult and was unable to establish regular routines with her children. She was missing personal appointments for her own health needs and struggling to overcome the usual day to day events of being a parent.

The Requirement

Interserve Healthcare was contacted by the East Norfolk Learning Disabilities Team (ENLDT) to provide support to Clara due to being listed as providers of Children's Care.

Interserve Healthcare had suitable trained and experienced Support Workers who had been involved in similar cases, so a meeting was arranged to discuss the potential for Interserve to provide 19 hours a week of parental support to Clara, as advised by the Counselling Psychologist.

The initial meeting went well, giving the ENLDT a more in depth view of the appropriate training that the Support Workers were given including;

- Supporting Families in Difficult Environments
- Basic First Aid
- Development of Children and Young People
- Safeguarding of Vulnerable Adults (SOVA) and Protection of Children Act (POCA)
- Manual Handling Practice and Theory

The outcome of this meeting was that Interserve Healthcare could provide a specialised team of healthcare professionals to support Clara's package, under the above training.

The Outcome

Interserve Healthcare Support Workers were put into place to introduce regular routines that Clara could follow without support and enable her to attend appointments without being reminded. They also provided with assistance to move Clara into a more suitable flat.

A good working relationship with Clara and her Support Workers built up and Clara showed signs of improvement, not only in following routines but with the bond with her children.

Clara also attended regular group meetings and her parental skills slowly built up.

Interserve Healthcare had weekly contact with Clara's Social Worker and the Children's Social Worker to ensure all improvements and day to day events were being well communicated.

**Service Users name has been changed for data protection.*