

CASE STUDY Challenging Behaviour

The Service User

David* is a 17 year old boy with autism and severe challenging behaviour. He is totally dependent for all his personal care needs and is unable to communicate verbally, requiring support and encouragement to enable him to integrate into his local community.

David is cared for at home by his Mother and two Sisters and attends a local special needs school Monday to Friday. His condition can cause a lot of emotional strain on his family especially his mother, balancing her time between David and his siblings.

The Requirement

Interserve Healthcare was called in to provide David with care support for three hours in the evening on a Tuesday and Thursday and six hours on a Saturday.

Interserve Healthcare worked in partnership with David's family and Social Services to ensure that an appropriate care package was set up that met David's needs and also maximised the support and respite for his family.

It was established that David responded better to male support workers so Interserve identified a suitable individual that had the relevant skills, experience and had an awareness of the facilities available in the local community.

Interserve Healthcare organised for the support worker to attend two shadow shifts whilst David was in school and a supervised shift in the home environment, which allowed them to gain invaluable knowledge of behaviour management and communication techniques.

The Outcome

David has developed an excellent therapeutic relationship with his support worker over the past 18 months and enjoys activities outside of the family home.

David's mother says of his development; "I have seen an improvement in David's behaviour over the past year which I believe is a result of the one to one support he is receiving. David's support worker has encouraged him to take part in activities, gaining more independence in tasks that he was unable to do before and improving his relationship with his sisters".

For the local Social Services, Interserve Healthcare has provided a cost-effective care package that has assisted in preventing a possible family breakdown and has supported David in integrating into his local community and building his independence.