

CASE STUDY



Waiting Well Project

Amy McMillan
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BACKGROUND

Christine was referred to Waiting Well to explore day centre opportunities and ways to become more involved in the community. While her family has always provided close support, the ongoing pressures eventually became challenging, resulting in the family limiting some of Christine's activities and independence.

CHALLENGES TO OUR WORK

Christine was only willing to leave the house if there was an incentive or reward involved and would decline to attend otherwise. While her family provides transport, their recent retirement has impacted their availability and plans. The family had also reached care breaking point, which has impacted Christine's overall care and support.

AGREED GOALS

Goals agreed with the individual as set out in the Waiting Well Personal Care Plan.

01 Increase motivation

Go alongside to build resilience and confidence in the wider community

02 Access community support

Socialise with others in groups settings whilst partaking in a activity

03 Look into day centre options

Access support to remain independent and giving rest bite for family

WHAT WORKED WELL?

Starting our initial conversation at Christine's home allowed us to build a rapport to begin our journey together. After waiting allocation, Christine and family were happy to have contact and support. Christine shared her interests and we met at a community group which she has gone on to attend solely. We also helped escalate complex situations on behalf of Christine's family.

WAITING WELL OUTCOMES

- Christine was introduced to community organisations to explore interest in hobbies, and has since attended solely.
- Christine has linked in with her GP more to help investigate the need in reward for when she goes out and has since been referred to external services.
- Information has been sent on a range of day centres for Christine and family to possibly consider an option.

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“You have already had such an impact”.

Brother's partner/Carer



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