

Appendix 2

Examples of the people who use respite and emergency care

Richard first arrived at Bradbury House in November 2012 as an Emergency Placement. Richard's father, who is his main carer, had become very unwell and was no longer able to care for Richard. When Richard first came into Bradbury House, he was very anxious and upset that his father was in hospital. Staff supported Richard, making sure he still had access to see his father at the hospital and helped support him afterwards, when he was very upset and distressed. Sadly, Richard received the upsetting news that his father had passed away. This was a very difficult time for Richard but staff supported him to come to terms with this loss and after some time, he was able to accept this and start to look forward to his future. During his time at Bradbury House, Richard learned a lot of life skills which he did not do at home, as his family did everything for him. Richard now enjoys attending activities and socialising within the community and is looking forward to moving into a new Supported Living home in the near future.

Miranda came into Bradbury House in June 2013, as an Emergency Placement. When Miranda arrived, she was very quiet, anxious and not really sure what was happening to her. The staff supported Miranda through this very difficult time as she was missing her son Joshua, a great deal and was anxious to know when she could see him again. Miranda gradually built up a trusting relationship with the staff and began to feel able to talk about her worries and concerns with them. Staff have supported Miranda to attend Court and give her emotional support when she is upset. Miranda thoroughly enjoys going on outings with other customers in the house. Since the short time of being at Bradbury House, Miranda's confidence and self esteem has really grown and she is now looking forward to moving on with her life.

Marlon first started accessing Bradbury House for respite in June 2011. Marlon does not use verbal language to communicate; instead he communicates using vocal noises, eye contact, facial movement and body language such as smiling and jiggling when he is happy. Staff have really got to know Marlon extremely well and understand his needs and choices. Staff are aware that Marlon loves being talked to; he enjoys listening to any kind of music; going out and about and he particularly enjoys playing with blue elastic bands. Staff support Marlon to have time out of his wheelchair due to his pronounced curve in his spine. Marlon loves going out and about with the staff and other customers. Marlon accesses the service approximately twice a month and comes weekly to the service for tea visits, giving his family a well earned break, knowing he is in a safe and caring environment.

Charlie is one of our new customers and has recently come through as a transition from Children's Services. Charlie started using our service in January 2013. Charlie is quite a complex young person and is known to display challenging behaviour. When Charlie comes into respite, staff must use a consistent approach to support him. Charlie enjoys playing pool in the games room with staff and enjoys watching Power Rangers DVDs. Staff understand, that it is important to provide Charlie with a structured routine whilst he is staying at Bradbury House and engage him in activities to prevent him getting bored. Staff have been trained to cope with Charlie's emotional feelings which can become very challenging and can change very quickly, at times. After an episode, Charlie can get very tearful and staff support and help him through this. Sadly, Charlie has recently suffered bereavement in the family and is finding the emotional aspect of this very difficult to deal with, including expressing his emotions and staff are supporting him to come to terms with this loss.