

Appendix Two: Examples of Positive Outcomes for Service Users

A Perfect Week

G moved into his own home in Bromley just over a year ago. This was a big change for G who in the past has spent large parts of his life away from Bromley and his family and at times in hospital under section. G, his family, care provider and Bromley have worked together to develop a service that meets his needs and keeps him in the local community.

One of the things that G does periodically is plan a 'perfect week', in a perfect week he will choose a number of days out and who is going to support him for each activity. The team keep lots of photos and videos of G so that he can share with his family what he has been doing.

This is just one of the things that he did in his last perfect week.

G was very excited to go to the London Dungeon and was talking about it days before. He helped look up trains and decide to go from Chelsfield to Waterloo East. When we got there, we found a Costa and had lunch - a very important part of G's life and routine is to stop and have a Costa.

G really enjoyed his planned trip and bought an officially taken photo so that he could share the experience with his family and friends.

Restoring fun times with care and support

C has had a tough time with a change in needs including a diagnosis of dementia, epilepsy, and sleep disturbances. It has been a difficult year for her, but with the right level of compassion and support provided by our staff and the involvement of C's family, health professionals, and the local authority C has managed to restore much normality and even maintain a busy week doing many activities. C even managed a visit to Disneyland Paris recently and is already planning her next visit such was her enjoyment of her trip.

Bringing the community together to celebrate

As many people we support are hugely fond of Queen Elizabeth II, we celebrated the Queen's platinum jubilee by throwing a party to make sure everyone could celebrate together and have a fun time. We invited people from other supported living schemes and residential homes locally as part of a collaboration to bring together our local community, reunite friends and build connections. Everyone we support, as well as people visiting from other services had a wonderful time and it was incredible seeing people catch up with friends and enjoy the celebrations together.

When Her Majesty sadly died, she was remembered with respect and fondness by the people we support. Some visited London to sign the memorial book and leave

flowers. Others made cards and artwork to remember her by and celebrate her life. They told us how sad it was that the monarch they'd known all their life had passed.

Meeting the Mayor

E, K, K, and J enjoyed the opportunity to meet the Mayor of Bromley on her Jubilee walkabout. This was a great chance for people we support to proudly show off their beautiful home-made decorations and talk about their plans.

Learning new skills at the allotment

People we support (including K, S, K, E, S) were all delighted to be given the opportunity to take over an allotment plot in Bromley that's been made accessible for them. The allotment provides a fantastic space where people can take responsibility for their work, learn new life-long skills, grow their own sustainable local produce, stay active in the fresh air and also create new links within the local community. We've installed a ramp down from the pathway and cleared a seating area for the people we support to take a well earned rest. K particularly likes his new role at the allotment and he visits the allotment frequently making sure it is up to his standards! Benefits of the allotment are already being felt by the people we support in terms of improvements in wellbeing as well as new gardening skills

A platform for people we support to flourish in the community

E has lot of talents and we make sure we give him the tools and support he needs to make sure these talents are used to benefit himself and the local community. E has a paid job and enjoys regularly going to the local gym where he enjoys working out. He also volunteers at a local animal sanctuary centre. His independence through these activities has continued to be part of his identity and something he is very proud of. E recently started his second paid job and he's doing an amazing job. His efficiency, timekeeping, and attendance are absolutely brilliant and he's constantly learning new skills.

Maintaining Family Connections

H visits her mum every other week as her mum lives in a residential care home as she has dementia. H visits her mum in her care home supported by her own team of support staff.

H celebrated her birthday in November and she wanted her mum to come and celebrate with her.

Her team made arrangements with her mums care home as well as Council social workers who were also involved for a number of reasons. To support H's mum visiting the H's provider met the cost of taxis.

On her birthday H was surprised as her mum came with her care staff to celebrate her birthday. They spent several hours together. H was over the moon as she was laughing and kissing her mum a lot! It was also clear that H's mum was happy to be able to celebrate her daughter's birthday in her daughter's home alongside H's friends.