



Commissioning for Complex Needs

Case Example: Paul's story

Background

Paul is in his early fifties and has a mild learning disability. He is a friendly individual who has built up good relationships with his fellow residents at the Supported Living scheme where he lives. Paul has also established a good rapport with staff members, who are familiar with his potential 'triggers' towards anxiety, distress and challenging behaviour.

An 'Outcome-Focused Assessment' was undertaken in January 2018, which identified a number of personal and well-being goals for Paul...

- Paul indicated that he loves the theatre and would like to attend performances more often.
- Paul enjoys assisting with the weekly food shop. He expressed that he would like to further his involvement by helping to compile the shopping list.
- Paul enjoys attending rugby matches during the winter and is keen to find activities to do during the summer months.

What happened next?

- Since the assessment, Paul has attended two productions at the Grand Theatre in Swansea - a sixties musical and the annual Christmas pantomime. He is planning to attend more performances in the future.
- Paul now takes a more active role in the weekly grocery shop by assisting with the list writing, pushing the trolley, selecting the items, paying at the checkout, and carrying the bags into the house.
- Paul has moved day services having attended the previous one for 20 years. He has settled in well; he also enjoys participating in evening activities such as Curry Night and the Disco.
- He socialises with his parents on a regular basis, and is independent in the community, travelling around the area by bus and attending rugby matches in Swansea and Llanelli.

- Paul now has a house key, which allows him the flexibility to come and go as he wishes.

As Paul has increased his independent living skills, it was possible to reduce the hours of support he required by 11 hours per week which resulted in an annual saving of £5422 for the local authority.



Chris (Support Manager at the scheme where Paul lives) said:

***“The shopping has become a vital part of Paul’s week.*”**

He has taken real ownership of it, and this is by far Paul’s favourite task of the week.”