



# Commissioning for Complex Needs

## Case Example: Mark's story

### Background

Mark is a 60-year-old man with a severe learning disability, challenging behaviour, epilepsy and cerebral palsy. He resided in his family home until his father's death eight years ago. Following the loss of her husband, Mark's mother struggled to care for him alone, and he was subsequently placed in a Residential Home for a period of two years. He then moved into a permanent placement at a Supported Living scheme.

Mark has episodes of unsettled behaviour, and these were particularly frequent during the initial period of him settling into the scheme. He has some difficulty relating to others and would lash out at fellow tenants. Mark also struggled during mealtimes, making very limited and unvaried food choices (he also had all his teeth removed in May, therefore requires a softer diet).

An 'Outcome-Focused Assessment' was undertaken in January 2019, which identified a number of personal and well-being goals for Mark...

- The assessment found that Mark takes great pleasure in watching aeroplanes take off and land.
- Mark enjoys interacting with staff and getting involved in activities. He loves singing with staff, learning to play musical instruments, watching sport on the television and reading the Argos catalogue.
- He also enjoys taking trips out in his mobility car and crafting.

### What happened next?

- With a stable and consistent team of support staff, there has been a significant improvement in Mark's behaviour. Staff are able to identify and manage Mark's triggers, de-escalate challenging episodes and support him to interact appropriately with other tenants.

- A schedule of Mark's favourite activities has been placed into a weekly planner, which staff can refer to and ensure he has a programme of engaging sessions to look forward to.
- Mark now enjoys regular drives to see the aeroplanes, weather permitting.
- Mark has made several items using different crafting techniques. These are displayed in the hallways of his home and he takes great pride in showing them off.
- The greatest achievement has been with Mark's diet. In the past, Mark's behaviours and limited food choices prevented him from enjoying mealtimes with others. With consistent support from staff, he now enjoys a more varied diet and regularly eats with his fellow tenants at the dining table.

Before her death, Mark's mother was extremely pleased to see him happy and settled in his accommodation. Mark continues to enjoy contact with his brother.

Before the assessment, Mark was receiving 117 hours of support. Mark now receives 112.5 hours of support (including 42 hours one-to-one provision per week). This represents a saving of 4.5hrs per week.

Mark's 1-1 hours also include some 2-1 hours, allowing him to take a drive and access local community facilities. This has resulted in an annual saving of £3228.69.

The manager at the scheme where Mark resides said:

*"Dedication and consistent support from familiar team members enables Mark to interact appropriately with his fellow tenants."*