

## **APPENDIX B**

### **TENDRING MENTAL HEALTH HUB – CLIENT CASE STUDIES** **QUARTER 1 - 2020**

#### **Client 1**

This client was having difficulties from the outset of the COVID lockdown. We initially had no problems contacting her and she responded well to our offers of support. The client had shown symptoms of COVID and was advised to self-isolate by her GP who was monitoring her progress.

Soon our efforts to speak to the client were proving unsuccessful, however we continued to leave regular voicemail messages to ensure that she knew support was still available. After a while, Recovery Staff received a text message from this client saying that she was feeling very stressed and low because she could not see her daughter and grandchildren during lockdown. She said she was also struggling financially, so staff arranged advice support for client to see if there was any assistance that could be offered with her financial difficulties.

#### **Client 2**

The client advised us that she had initially been coping well with lockdown and was keeping positive and active. She informed us that she had passed her level 3 in Social Care that she had been working towards prior to the pandemic, and was now studying GCSE Science for college. The client also said she was working on her mental health recovery, and was due to begin online therapy for her PTSD. She had also been practicing healthier lifestyle choices and had lost a stone in weight.

However, she experienced a deterioration in her mental health and contacted the Recovery Team to notify them she had been admitted to hospital following an attempted overdose. The recovery team ensured that client was getting support from the Mental Health Team, and client felt that she was getting back on the path to recovery.

#### **Client 3**

At the outset of lockdown this client felt that she was coping well, however as time progressed she began finding the situation harder to cope with. Recovery staff kept in contact with client and she expressed that the support and advice she was receiving from them was of great benefit. The client is keen to return to work at MHH again as she felt it had a vast positive impact on reducing her loneliness and isolation.

#### **Client 4**

From the outset of the lockdown this client felt that he would be able to cope well. Whilst he lives alone, he said that he was happy in his own company. Nevertheless, client stated that he would welcome contact from MHH and was keen to get information about when the MHH would open again, in particular he was looking forward to the commencement of the satellite projects, such as the Gardening Project.

During one contact, client expressed that he was having difficulties with his phone provider. He explained to us that he has to pay his phone bills through their phone payment system, and due to COVID-related reduced service he had been unable to get through to pay resulting in a late payment charge on his account. He was unhappy with the service he had received on several occasions, and he had already taken steps in writing to his provider regarding the late fee.

Recovery staff signposted client to the Citizens Advice Consumer Helpline for advice on resolving the issues he was facing, including the possibility of assisting him to find a more suitable provider moving forward. Client made contact with the helpline, and as a result has now switched providers. This change has saved client around £200 per year, and he is happier with the standard of customer care.

#### Client 5

Client expressed that he was experiencing a deterioration in his mental health, so he was given the details of Health in Mind to self-refer, and the Crisis Team telephone number in case he needed it. The recovery team made a commitment to keep in regular contact, and reassured client that he could contact MHH for support.

He stated that he had been trying to keep busy during lockdown by repairing and upgrading computers, and had taken on the project of renovating old computers from the MHH shop. Recovery staff suggested that they could facilitate setting up an MHH satellite project with other clients to improve their computer skills which he could lead. The client is enthusiastic about this idea and Recovery Staff are planning to support him with this once Government COVID Guidance permits.

#### Client 6

Support was provided to this client to help him cope with a bereavement of a close family member. Just prior to the death of the family member the client had expressed his frustration at not being able to visit his ill family member due to COVID restrictions, and the subsequent bereavement compounded this issue. Staff listened to client, and he stated that he valued the support that was given and felt it helped him to process the events surrounding his family member's death. Staff also signposted client to St Helena's Hospice Bereavement Service for formal support with coping with loss.

This client expressed that he looked forward to the regular contact from the Recovery Team and that it helped him cope with the recent events. He told us that he was looking forward to returning to work at MHH.

#### Client 7

This client was shielding under Government guidance as a clinically vulnerable person and expressed that she really welcomed the contact by MHH staff. She said that it was nice to be able to talk to someone because she was finding the imposed isolation difficult. Recovery staff continue to contact this client at least once per week.

#### Client 8

This client stated that she had been struggling with isolation. She expressed frustration at not being able to see her partner due to COVID lockdown restrictions, and usually has an active place within the community as part of a band. She stated that she was particularly missing playing live music which she usually does regularly, and had also missed leading the MHH Singing Group. However, she stated that she had tried to overcome this by participating in online performances on YouTube and Facebook, and had taken part in an online gig for charity.

The client said she welcomed the contact of recovery staff as it helped her deal with the isolation, and she was keen to discuss her situation.

#### Client 9

Considerable support was provided for this client from the outset of the lockdown. She had a number of personal problems that were significantly impacting on her mental health, and this had caused an increase in her consumption of alcohol. Recovery staff discussed her issues and provided advice and support, and ensured that she knew she could link in with Open Road and the Crisis Team if she needed to.

Because of the lockdown, client was also finding it difficult not being able to visit her family which was making her feel low, so she expressed how much she valued the contact from MHH, and that it made her feel less lonely. Recovery staff emphasized that she can always contact MHH should she need any support or advice and need not wait for us to call her. The client had also been in touch with Age UK to apply to volunteer as a telephone befriender, which will be a mutual benefit to client and others within the community.