



ROY

MERCHANTS HOUSE



IN THE EARLY DAYS

Roy, 63, has a diagnosis of paranoid schizophrenia. He moved into Merchants House on 13th December 2023, having been an inpatient at The Active Pathways, The Hamptons, since 2019. When he arrived, Roy was minimally engaged and preferred to keep to himself, with episodes where he wouldn't interact with staff at all. He was anxious about the transition, but also expressed reassurance and satisfaction about the level of independence the placement would offer him. Staff quickly identified that Roy values his independence highly, and worked to give him as much autonomy as possible in his daily routines and decisions. He also asked for support from an advocate, which was arranged to make sure his voice was represented in his care planning.

SUPPORT AND PROGRESS

Staff supported Roy with daily living tasks, like keeping his space clean, while encouraging him to build independence wherever possible. With this support, Roy learned to safely and independently manage his own medication. He also wanted to travel, so staff and his Social Worker helped him plan a holiday

Roy's Goals

- Manage his own medication safely and independently
- Access community and leisure activities independently
- Travel independently, including going on holiday
- Have an advocate in place to support his voice in care planning

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"Roy has made a real positive change at Merchant House. Seeing him head off to Manchester Airport for a 7-day holiday on his own is a huge reflection of the confidence, independence, and life skills he's built."

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SADDAM MALIK, SERVICE MANAGER

to Egypt, which he completed entirely on his own, with Support Worker Ember Valour providing consistent day-to-day support throughout. Roy was initially reluctant to share his travel plans or stay in contact while away, which raised some concerns for his safety. Staff talked this through with him, explaining why staying in touch mattered, and together they arranged a way to reach him in an emergency. Roy came to understand this, and his cooperation improved from there.

CELEBRATING EACH STEP

Roy now manages his own medication safely and independently, with minimal input from staff. He successfully planned and completed his first ever independent holiday, a seven-day trip to Egypt, and returned safely to the service afterwards. This was a significant first for Roy, reflecting real growth in his confidence, decision-making and his ability to manage complex arrangements on his own. Staff have noticed a genuine shift in his mood since. He is happier, more relaxed and more engaged than before. His growing understanding of why staying in contact while away matters also marked a real turning point in how he works with the team.

LOOKING TOWARDS THE FUTURE

Roy's main aspiration is to travel independently again, and staff will continue to support him with pre-planning, risk assessments, and safety arrangements ahead of future trips. More broadly, the focus remains on maintaining his independence in daily life and decision-making, with regular reviews to keep his goals achievable and properly supported.

For more information regarding our referral process or to discuss life at Merchants House:



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