



ANNA

KIRK HOUSE



Content disclaimer: This case study includes references to suicide and self-harm.

Anna is a 48-year-old woman with a diagnosis of emotionally unstable personality disorder (EUPD), anxiety and depression. She moved to Northern Healthcare's Kirk House on 29 March 2024, following a referral from Hadrian Ward. This was Anna's first supported living placement and came at a highly vulnerable point in her life.

Anna was referred due to ongoing suicidal ideation and self-harming behaviours, alongside a history of alcohol and substance misuse used to cope with low mood. She had become increasingly isolated in her home and was struggling financially following the death of her husband, who had previously managed these responsibilities. His passing had a profound impact on Anna's mental health and left her feeling overwhelmed, lonely and at risk.

When Anna arrived at Kirk House, she was extremely anxious about her new surroundings and uncertain about what the future would look like. In the early days, Anna required a high level of one-to-one support to ensure she felt safe and had opportunities to talk openly about how she was feeling.

Anna's care and support plan centred on maintaining her mental health and reducing the risk of further hospital admissions, alongside avoiding the use of illicit substances. With the consistent support of the team at Kirk House, Anna has achieved these goals and continues to remain stable.

Anna's Goals

- To maintain her mental health and reduce the risk of hospital admissions.
- To develop healthier coping strategies.
- To increase her independence and confidence in daily life.
- To engage in volunteering and meaningful social connections.

“ Staff here are good listeners but also good motivators. They made a big difference to me and allow me to push myself forward. ”

Anna

Key members of the team, including her support worker and team leader, have built a strong, proactive relationship with Anna where persistent encouragement and gentle motivation played a key role in helping her re-engage with daily life. Their approach has helped her become more involved in her own care, open to new ideas, and more confident in taking positive steps forward.

Anna has faced ongoing challenges linked to grief, particularly around anniversaries and significant dates. During a particularly difficult period last Christmas, Anna’s mental health deteriorated, and she experienced suicidal thoughts. At that time, she found it hard to engage with external services. Through patient, compassionate and consistent emotional support from staff, Anna was able to regain stability.

Since moving to Kirk House, Anna has made meaningful progress. She has motivated herself to go on regular walks to improve her mood and physical health, and she now accesses the community more frequently, visiting coffee shops and attending local events. Historically very isolated, Anna has formed a friendship within the service and now goes out monthly with her friend without staff support, in a significant step for her confidence and well-being.

Anna has also raised money for Eden Valley Hospice through bake sales and sponsored walks, inspiring both staff and the other people we support. Looking ahead, she has applied to volunteer and, with support, has made contact with Community and Voluntary Services. She hopes to work with older people who are lonely, recognising that helping others gives her purpose and improves her own well-being.

Anna’s journey highlights the impact of compassionate, relationship-led support in helping someone move from crisis.

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

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