

# HAYLEY.

## HOLLAND HOUSE

“I really enjoy living here because we go on days out to Blackpool Pleasure Beach, swimming, cinema, bowling and many more.”

### IN THE EARLY DAYS

Hayley is 24 years old and came to Holland House in July 2021 on a 12-week discharge to assess placement from The Harbour Mental Health Hospital (Lancashire Care NHS Foundation Trust).

Following the initial 12-week placement, Hayley, her care team and Lancashire County Council decided that she would like to remain at Holland House with a tenancy agreement to continue her recovery journey.

Hayley lives with anxiety and non-organic psychotic episodes. When she first came to Holland House, she struggled with audio hallucinations and would often experience negative thoughts and feelings.

The team identified collaborative goals with Hayley based on what is important to her:

- ✓ Utilising team support when experiencing negative thoughts or feelings
- ✓ Enrolling on a suitable college course

- ✓ Accessing the community
- ✓ Gaining greater independence
- ✓ Engaging in therapeutic activities
- ✓ Understanding her physical health

### CELEBRATING EACH STEP

As Hayley's confidence improved and she built relationships with the team, she began to use distraction techniques and 1:1 emotional support to manage negative thoughts and feelings.

Hayley has been supported by the team to attend appointments for physical health concerns, including an eating disorder. Hayley was supported by her GP and CMHT to attend a 2-week therapy course and the team support her ongoing recovery to prevent relapse.

Hayley is supported by Northern Healthcare's multi-disciplinary team, which includes Occupational Therapists.

With the team, Hayley has completed an interest checklist and developed a weekly planner to help establish a routine. The team work alongside Hayley's wider support network, which includes external health and social care professionals such as Hayley's Care Coordinator and her family.

In February 2022, Hayley started volunteering and in August she secured an additional volunteering opportunity at a nail salon. She now volunteers 2 days a week!

In November 2022, Hayley started college, a huge achievement, and is currently working to complete a functional skills course.

Hayley enjoys keeping busy and is very active, she always has an activity planned with the team or a family member. She invites her mum and brother to Holland House and will cook for them, and also gets involved in group activities such as baking, bingo, swimming and cinema trips.

### LOOKING TOWARDS THE FUTURE

With the help of the team Hayley is aiming to become more independent and enrol on an additional college course next year with a longer-term goal of gaining paid employment.

"The support staff at Holland House have a high attention to detail for care. Hayley is a young adult with a learning difficulty, and they adapt to her needs.

They support Hayley with her everyday tasks, such as cooking, shopping and planning her week, whilst still giving her independence.

The support staff are very friendly and keep me well informed when needed. The amount Hayley has progressed since being at Holland House is phenomenal. Hayley has come out of her shell a lot more and her confidence has grown a lot. I would highly recommend Holland House." **PAUL, HAYLEY'S BROTHER**

*Names are changed to protect confidentiality.*



Engages with the team and all therapeutic activities in-house and in the community



Completing a functional skills course at college



Volunteers 3 days a week in a nail salon and for a children's charity



**Northern  
Healthcare**

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

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