



# NORBERT

## AMY JOHNSON HOUSE



### **IN THE EARLY DAYS**

Norbert moved to Northern Healthcare's Amy Johnson House on 31 January 2022, following a prolonged hospital admission caused by a medical emergency that resulted in an acquired hypoxic brain injury. The injury led to irreversible cognitive difficulties, particularly affecting his long-term memory and ability to sequence tasks.

When Norbert first arrived, his memory challenges were significant. He would often forget conversations within minutes and repeat the same questions several times in a short period. Everyday tasks presented risks, particularly in the kitchen, as he could forget that food was cooking or where items had been placed. These difficulties required close monitoring and structured support to ensure his safety and the safety of others.

Norbert also required prompts for appointments, medication and daily routines. With Polish as his first language, he sometimes needed additional support to fully understand professional advice, particularly around his health and wellbeing.

### **SUPPORT AND PROGRESS**

From the outset, the team at Amy Johnson House focused on creating a calm, consistent environment where Norbert could rebuild his confidence. Staff introduced clear routines and practical strategies to help him manage memory-related challenges safely.

Working closely with his key workers, Norbert gradually developed greater independence. Medication management became a central goal, including learning to understand his prescriptions and take responsibility for ordering them. With structured support and repetition, Norbert became more confident in this area.

### **Norbert's Goals**

- To manage his medication independently, including ordering and taking it correctly.
- To attend appointments reliably with minimal prompting.
- To improve his understanding of English to better engage with professionals.
- To build the confidence and skills needed to live independently in his own home.

“ *I’m really happy to be moving out. Staff have helped build my confidence with socialising and I’m very grateful for their support.* ”

Staff also supported him to attend appointments reliably and encouraged him to actively engage with professionals. Over time, his understanding of English improved, strengthening his ability to advocate for himself and process advice.

Alongside practical skills, building social confidence was equally important. Norbert engaged positively with staff and began to feel more comfortable interacting with others in the community. The consistent encouragement he received helped him grow in self-belief. The team worked collaboratively with Hull High Needs Team and his social worker to ensure a joined-up approach to his care, always with independence as the long-term goal.

### **CELEBRATING EACH STEP**

Norbert’s progress has been steady and meaningful. While there was no single turning point, his development has been marked by gradual gains in confidence and self-management.

He has always taken pride in keeping his living space clean and organised, something that reflects his desire for independence and personal responsibility. Over time, he has become more confident managing medication and appointments, requiring fewer prompts and demonstrating increased awareness of his routines.

Perhaps the most noticeable change has been in Norbert’s confidence. He is more comfortable socialising and more assured in his daily life. His progress has also broadened the team’s knowledge of supporting individuals with brain injuries and reinforced the importance of patience, repetition and consistency in practice.

### **LOOKING TOWARDS THE FUTURE**

Norbert is now preparing to move into his own two-bedroom home, where he will live fully independently without ongoing staff support. This milestone represents the culmination of three years of dedicated work and determination. He is also exploring opportunities to enter the workforce, taking further steps towards a self-sufficient future.

Norbert’s journey demonstrates how structured, patient and person-centred support can enable someone with complex cognitive challenges to regain confidence, build essential skills and move forward into independent living.

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

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