



# ROBERT.

## HYDE PARK HOUSE

### IN THE EARLY DAYS

Robert moved into Hyde Park House on 12 April 2021, following a long period in hospital after being detained under Section 3 of the Mental Health Act. At the time, Robert was 32 years old and living with a diagnosis of Paranoid Schizophrenia. He had spent a significant amount of time in institutional settings and required a placement that could support him to rebuild his independence and confidence in everyday life.

When Robert first arrived at Hyde Park House, he described himself as very anxious, quiet, and reserved. Social interaction felt difficult, and he lacked confidence in speaking with staff or engaging with other people in the service. Although he had previously attended college with staff support, a big achievement in itself, he did not feel comfortable initiating conversations or building relationships independently.

Robert was also extremely anxious about his physical health. He frequently sought reassurance from staff and attended GP appointments due to concerns about his well-being. This anxiety impacted his confidence and contributed to his reliance on others for reassurance and decision-making.

Despite these challenges, Robert was clear that he wanted to move forward. He needed time, patience, and consistent support to help him feel safe enough to begin engaging more fully with daily life.

### SUPPORT AND PROGRESS

From the outset, staff focused on building trust and creating a calm, consistent environment around Robert. Regular engagement with staff helped him develop positive relationships and feel more comfortable asking for support when he needed it. One-to-one key worker sessions played a particularly important role, giving Robert a safe space to open up, reflect, and explore goals he had never believed were possible for him.

With encouragement, Robert began to take part in activities within the service. These opportunities helped him connect with other people he lived with, gradually building friendships and increasing his confidence in social situations. **Over time, Robert became more relaxed, more communicative, and far more confident in himself.**

Staff supported Robert daily with his medication, as he experienced high levels of anxiety around missing doses. Through consistent reassurance, education, and encouragement, Robert learned what each medication was for and why it was important. Eventually, he developed the confidence to self-medicate safely and independently, a significant step towards greater independence.

Support was also provided around maintaining his tenancy. Staff completed weekly flat checks with Robert, helping him build routines around cleaning, organisation, and personal hygiene. Initially, prompts and reminders were needed, but over time Robert became able to manage these tasks independently without support.

Financial support was another key focus. Robert worked closely with staff to create a clear, manageable budget, including setting aside weekly amounts for clothing and toiletries. One of Robert's long-term goals was to save £5,000 so he could move out independently. With structured budgeting support and encouragement, he successfully achieved this goal, something he once believed would never be possible.

### WORKING TOWARDS GOALS

Robert's Care and Support Plan was fully person-centred and developed collaboratively with him. Key goals included:

- ✓ Learning to manage his medication independently

- ✓ Attending college and achieving his qualifications
  - ✓ Gaining paid employment
  - ✓ Developing the independence, confidence, and stability needed to live independently with his partner
- Robert also wanted to feel confident accessing the community on his own, which was something that felt impossible to him when he first arrived.

With staff support, Robert attended college and achieved both NVQ Level 2 and Level 3 qualifications in Patisserie and Confectionery. **Baking became a source of pride and confidence for him.** He regularly cooked and baked for others in the service and even used his skills to support fundraising efforts, baking cakes to help raise money for a new pool table at Hyde Park House.

Robert also gained part-time employment as a chef. While his first role proved challenging and left him feeling pressured at times, he showed real resilience by sticking with work and later finding a role that suited him better, one he genuinely enjoys.

Another major turning point came as Robert started volunteering at a street kitchen supporting people experiencing homelessness as a meaningful way for him to give back and feel connected to his community.

## CELEBRATING MILESTONES

Over time, Robert achieved milestones that once felt out of reach. He began speaking and engaging confidently with others, completed his qualifications, entered employment, and maintained complete abstinence from drugs throughout his placement. Perhaps most significantly, Robert met his partner, became engaged, and eventually moved into his own property in the community with his fiancé. He also saved and planned for a family holiday, enjoying time away in a caravan with his loved ones, something he was deeply proud of.

Robert's independence increased steadily. He now manages his medication, finances, personal care, and daily routines independently. He enjoys social activities such as going to the cinema, meals out, bowling, and go-karting, and continues to spend quality time with his family and nephews.

## LOOKING TOWARDS THE FUTURE

Since moving on from Hyde Park House, Robert has continued to build on the skills, confidence, and routines he developed during his time in the service. He is settled in his home with his fiancé and is focused on the future.

Robert has shared that he would like to start a family one day and hopes to get married in the near future, once he has saved enough to do so. These aspirations reflect how far he has come, from someone who once lacked confidence in everyday interactions to someone planning a stable, fulfilling future.

The team at Hyde Park House are incredibly proud of Robert's journey. His progress is a strong example of what can be achieved through consistent, person-centred support, strong relationships, and belief in an individual's potential.

As one Team Leader, Paul Watts, reflected, the biggest change has been *"how Robert's confidence has grown from when he first came to the service to now. Robert used to be very quiet, and he pushed himself into work to help his confidence grow even further."*

Robert himself sums up his journey simply, but powerfully, *"Speak before it's too late."*



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

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