



## Case Study; Giving Matthew a helping hand



Matthew\* is a 13 year old boy with challenging behaviour and learning disabilities. Matthew uses non-verbal communication, has restricted mobility and has many 'stress factors' that can trigger his challenging behaviour, such as meeting new people.

Mornings were a busy time for Matthew as he requires assistance with his personal care and getting ready for the day. His mother and social worker were able to support him however additional assistance was required to help move Matthew and support him with personal care.

Advantage Healthcare were called in to provide additional support to his mother and social worker. During the care needs assessment we discussed the situation with his mother, his family, and his social worker, and gathered information regarding his stress factors and the "triggers" for his challenging behaviour. He uses non-verbal communication, and so we also learned his way of communicating and cascaded this information to our staff.

Advantage provide Matthew with a two-hour morning call each day, assisting him with personal care and helping him to get ready for college. This provides some respite for his mother and gives his social worker some additional assistance.

We ensured that the team we allocated had previous experience providing care in the home and the relevant skills to enable the care to achieve the desired outcome. We also ensured continuity of staff, with three members of staff being allocated. The team gave a commitment to cover each other's holidays and sickness leave to minimise any disruption to his routine.

*\*Service users name has been changed for data protection*