

## Case Study - CH 346

### Headline - Gaining Independence with Public Transport

Introduction - CH is a 32 year old woman living in supported housing with Phoenix Support. CH has struggled accessing the community for a number of years due to chronic anxiety and has not been out in public by bus for over 5 years.

Success Highlights - After a lot of prompting and reassurance, CH was able to get a bus into town with a trusted support worker.

The Issue - Due to past traumas and ongoing anxiety, CH has been offered therapy sessions at her community mental health team building. CH discussed with staff that she was unable to afford to get cabs to and from this building every single week and didn't want to rely on family members driving her to and from the appointments. Staff encouraged CH to attempt travelling by public transport.

The Approach - A member of staff with whom CH has a lot of trust and feels safe with encouraged her to try getting a bus to the bus station which is situated very close to the mental health building. CH agreed to try and even though she was highly anxious, she made the effort and was able to travel to the bus station by bus during a less busy time of the day. After doing this journey twice, CH gained enough confidence to do this with staff weekly for her therapy appointments.

Project Results - CH has gained enough confidence to repeat this journey weekly with staff. This is a huge achievement, because she hasn't used public transport for over 5 years and this opens up many opportunities for her.

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