

20.10.2020 Case Study.

I have been with phoenix since about 2015 and had been self confined to my bedroom room for around 6 years due to severe anxiety. I had various people come round for support, however I was so nervous and shy that I almost refused to do anything except to just watch TV. Nearly everyone who came round simply let me do my thing and just sat quietly. In late 2016, one of my regular support workers couldn't turn up due to illness. The person who came in her place was Tina. Tina could see how anxious and shy I was but also didn't want me to just sit around and watch TV and so convinced me to go for a walk with her around the park. During this walk I began to feel comfortable talking to her and told her that with my regular support worker I would basically not do anything but stay indoors. A few weeks later Tina turned up again. She had talked with the manager and asked if she specifically could handle my case as she could she I really needed help and was concerned that my other support workers had done basically nothing to help me. Before being convinced to go out for another walk I had a bit of a breakdown and Tina asked me if I wanted her to phone the doctors for and discuss possible medication for my anxiety and depression. Around a month after getting my medication, Tina discussed the possible idea of having my own flat as there was one above the phoenix offices and I would be close to people if I needed help and that I would have daily support. Due to my support worker's incredible proactiveness I was in the flat only a few months later. Its during the time I have been here that I really began to gain confidence and started to build a life for myself thanks to my support worker's incredible help and hard work. Over the last 4 years Tina has helped me enrol on several courses at go train to help further build my confidence. Tina worked hard and has never given up on me, so much so that all her help eventually gave me the confidence to go to and complete 2 years at university (at which I am still studying my degree) despite previously dropping out of 3 different colleges 5 times. Tina has worked so hard to allow to have the life that I've always wanted and has helped me become a completely different person. Because of my support worker I have managed to achieve things I never thought I would be able to.

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