

# Meet Janet

## Residential Home in King's Lynn, Norfolk



### Janet's history

Janet moved to Portland Street after being discharged from a secure unit. Prior to this, she had been living independently in her own home; however, following Covid, her mental health declined and she required a higher level of support, leading to her placement in a secure unit. Janet struggled to get dressed and would spend all day in her nightwear, she would not bath or wash. Janet stopped communicating with people, and when asked a question she would stare into space and walk away.

### First steps

After being discharged from the secure unit, the team at Portland Street worked closely with Janet's community mental health nurse and her social team to settle her in. Janet struggled with daily routines, personal care, sleep patterns and independence. The team had to restrict smoking materials and use of the kettle as she would drink tea and smoke all night and not sleep. Janet refused to attend appointments, declined to engage with professional meetings and engagement with the team was limited to one-word answers. Working towards removing restrictions, the team supported Janet to become independent with her smoking materials. Janet was given a flask at night time so she was able to drink tea but the amount was limited. This encouraged Janet to adopt a healthier day/night routine.

### Ongoing support

Janet has now successfully regained her independence, allowing her to buy items that bring her joy, including personal belongings and tobacco. This newfound autonomy has helped her build confidence and enjoy a more fulfilling life as she engages with surroundings and makes choices that resonate with her. Janet is supported to attend professional meetings, and can voice her likes and dislikes. Janet enjoys time with the team and loves to have a little boogie to some 80's music. She often sits with the team and other people in the evening and watches television, something she's never previously done, and can often be heard laughing to something funny on the TV.



## Janet's progress

Janet has full control of her finances; she can go out and purchase items as and when she likes. Janet engages with all professional meetings and as a result has excellent input into her care and support. She takes pride in her personal appearance, visiting the hairdressers, dentist and loves having her nails painted. Janet socialises and communicates with others daily and is often heard laughing at people's jokes.

## Looking to the future

Janet has excellent relationships with the team and is much happier as a result. Janet completes her own washing and room care, and can make herself a light lunch. The team are currently supporting Janet to build upon these cooking skills so that she can independently make her own meals.

### Melanie's thoughts

"Every time I see Janet I have a warm feeling, my heart melts, to see her living her best life. Janet's teams are astounded by her progress, and every time they visit, they notice further progress. The team and I have worked very hard to support Janet to reach her goals and dreams. Every time she comes home and shows us her daily purchase with such pride it makes the team and I so proud to be part of her journey".

### Janet's thoughts

" I like going to the tea shop and visiting the charity shops".

### Community mental health nurse thoughts

" I am amazed at Janet's progress, it is a testament to the hard work and understanding of mental health the team has at Portland Street. It has been a pleasure to see Janet grow in confidence and independence, to be able to have a fully engaged conversation with Janet is something my colleagues and I think is amazing".

### Social workers thoughts

" I have known and worked with Janet for a number of years, and this she is the happiest I have ever seen her, I have never known her to engage in a full conversation, it is wonderful and heart warming to see".

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