



## Jan's story

### I am as healthy as I can be

**Kerry is thrilled by the changes she has seen in her sister Jan's wellbeing since she started to be supported by SeeAbility.**

"Jan has always been very sociable – she has a smile for everyone," says Kerry. "But she'd become depressed and introverted... she was disappearing... it really saddened me and I just couldn't see how to improve things."

Before the sisters found SeeAbility, Jan was living in supported housing but she wasn't happy. Spending a lot of time alone, she had grown very anxious, particularly at night.

All that changed when the sisters visited Waterside House. "There was such a lovely family atmosphere," remembers Kerry. "Everybody spoke to Jan. It just felt so right. And it was such a relief." This warm and friendly environment that Jan experienced when she first visited is at the heart of everything SeeAbility does. It's an organic result of our active values-based approach, which means that everyone we support is made to feel welcome, valued and understood.

It also means that our support is truly person-centred, focusing on each person's personal and individual needs. The SeeAbility team took time to understand Jan and recognised that her anxiety had caused her to gain weight through comfort eating, which

in turn meant she had become less active and needed a wheelchair to get around. They worked with Jan to develop a plan for her to lose weight and become more active by making small incremental changes that could affect real outcomes. This started with encouraging her to make healthier food choices. Gradually they worked towards regular exercise and the team found that Jan loves the satisfaction of using a Fitbit to track her steps. This has helped her develop a positive approach to keeping fit.

As a result, Jan's lost three stone and she's now living an active lifestyle. She walks to the shops, plays ball with a neighbour and has even tried bowling and swimming. By developing an action plan that focused on her physical health, Jan's emotional wellbeing has drastically improved.

Kerry is delighted. "The change in Jan is amazing. Every day she tells me how happy she is. SeeAbility is the best thing that could have happened to Jan."

**Jan has support that is entirely matched to her needs. She's lost weight, no longer uses a wheelchair and is making healthier food choices. Jan is happy and is living an active life within her local community.**

## We don't underestimate people

We define quality as being the interactions and engagement provided by our teams. The people we support have also told us it's about feeling heard, having choice and control, getting answers to questions, having problems fixed, and feeling connected to the world around them.

Our quality statements are based on their feedback and are at the heart of everything we do.

Jan's progress with SeeAbility's support shows that our commitment to quality is making a real difference to the people we support every single day.

## I am as healthy as I can be

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1. I have a detailed and proactive health action plan that includes my needs around dental care, hearing and sight
2. I have a comprehensive annual health check from my GP, I receive good care and support from mainstream health services
3. My medication is reviewed regularly, in line with clinical guidelines, any anti-psychotropic medication that I am prescribed is short term and reviewed minimum every 6 months or when needed
4. I access specialist health and social care support in the community as soon as I need it
5. I eat/am provided with nutritious food that is healthy and safe for me
6. If I am admitted for assessment and treatment in a hospital setting it is high quality and I don't stay there longer than I need to and discharge planning starts on admission
7. Exercise and fun play a part in my life, where I want to and I can take part in physical exercise to support my health