

## CareChoice client with multiple conditions

Elsie\* has a diagnosis of 18q Chromosome deletion, Intellectual Disability, Autism Spectrum Disorder, Stevens-Johnson Syndrome and a Secondary Diagnosis of Seizure Disorder/Epilepsy. Historically, she has been reported as volatile and unpredictable with moods and behaviours that have resulted in physical assaults on her parents and carers.

When Elsie engaged CareChoice the Client Service Management team recognised the importance of creating a program that would deliver permanent trained staff to support Elsie. Elsie loves animals and going out to cafes so it was important to incorporate these elements in her program. Creating a strong foundation was vital to improving her mental health and wellbeing so she could begin to engage in the community.

The initial program developed by CareChoice had a strong routine and covered a six day week program where Elsie could attend an animal ranch. It was staffed by a consistent support team who provided positive, proactive support. The program comprised a 2:1 staff ratio three days a week due to Elsie's history of high behaviours of concern.

Although Elsie had some ups and downs early on, she enjoyed the program and was able to participate in the self-directed activities. After several months her behaviours decreased as staff continued to build rapport and engage her in activities of her choice. This allowed the staff ratio to be reduced to 1:1.

Today, Elsie looks forward to attending the program and engages extremely well. CareChoice staff start their shift at her home and focus on skill development, including capacity building of independent living skills. Elsie accesses the community six days a week and is supported to use public transport to-and-from activities. There has been a significant reduction in the frequency and severity of Incident Reports.

Elsie's parents have made several positive comments about the improvements Elsie has made over the past few months. Her mother never imagined that Elsie would travel on public transport (with support), or be able to cooperate when asked to assist at home.

Importantly, Elsie has not shown any signs of aggression or anger to her parents for many months and her family are delighted with her progress. They regularly report how happy they are with her CareChoice support workers.



*\* Elsie is not the client's real name. The client has been de-identified to protect their privacy. To read our privacy policy visit [www.carechoice.net.au/privacy](http://www.carechoice.net.au/privacy)*

CareChoice is a NDIS, DHHS, TAC and Out of Home Care approved provider of quality services. We support people of any age from birth throughout the lifespan.

CareChoice is experienced with all physical and intellectual capabilities and specialises in complex care solutions including high physical support needs and behaviours of concern.

CareChoice services are available 24 x 7 x 365 across greater Melbourne, the Mornington Peninsula, Geelong, Bendigo and key Victorian regions.