

# Riverbank

## Case studies

Achieving positive outcomes for  
individuals with mental health needs



Live your life

## Paul's story

Paul\* is 47 years old and has been suffering with schizophrenia for most of his adult life. He was referred to Riverbank by his social worker after a string of unsuccessful stays at various secure units in the North of England.

"I was in hospital for 10 years and was rebelling against everything. I was moved around from different secure units, from medium to low secure and vice versa. It felt like I was kicked out of everywhere without a care. I came off medication on my own accord, which I should not have done, that's when the illness got worse.

I got into trouble with the police on numerous occasions and I didn't have a GP or psychiatrist so I couldn't go back on medication. I ended up in prison for just over two years and then went to various forensic units, where at first I didn't accept treatment. I was sent from a low secure service, back to a medium secure service, yet again, but this is where things changed.

I met a psychotherapist who actually listened to me. I spoke about my life and he used cognitive behavioural therapy (CBT) to help me to straighten out my life and work out what I wanted in the future. From this, I was able to move on to an independence unit at Riverbank, where I could have unescorted leave. Riverbank has been brilliant, exactly what I needed.

You have to work on getting better yourself but the team here helps you as much as you want. The facilities are great, you can chill out in the bistro with everyone, watch TV or use the internet, and the team are always popping in for a chat. Everyone has given me support, and my keyworker is always there for me. I've moved through all of the rehabilitation stages at Riverbank and I'm now living in one of the Margaret Street flats; I'm feeling really positive about everything.

I'm living on my own but, if I ever do feel stressed, I know there's someone I can call to talk with and a safe place to come to - it's like a safety net."



**"If it wasn't for Riverbank, I would probably be back in a secure prison or I might not be here at all."**

### How Riverbank has supported Paul

Paul has had various stages of support with us. He has been involved from the start in designing and developing his own recovery plans, risk assessments and has been fully involved in his Recovery Star and Independence Programme. Through the latter programme, Paul has been accredited with a Level 1 OCN qualification provided by the National Open College Network. This has seen him complete three learning activities with support, including living skills, responsibilities and relationships.

Paul's support has ranged from Riverbank's shop and cook programme, weekly one-to-one keyworker sessions (including managing finances), roles and responsibilities within the wider community, responsibilities as a tenant, and activities both within the unit and external trips, which Paul has sometimes helped to promote and organise.

Initially, Paul required full support in organising, arranging and attending all of his appointments but now he manages all of these himself. He has also been supported in managing his mental health so that he is now in full control of his medications. This includes ordering his own medication and completing his own stock audits.

Paul's designated keyworker says, "Paul's been able to make brilliant progress and now enjoys a happy, successful life. He's a great example of what can be achieved with the right support. Paul is keen that his story is used to inspire other people who struggle with mental illness to believe that they can also achieve their goals."





## Sarah's story

Before arriving at Riverbank, Sarah\* struggled to maintain stable living in the community and spent most of her adult life in mental health hospitals under Section 3 of the Mental Health Act.

"I would lose my tenancies and had to move a lot. I used to think it would be a fresh start after coming out of units into my new property but I couldn't keep myself safe. This would lead to a lot of operations from the extent of self-harm, or tube-feeding due to anorexia.

For 14 years, I had been in hospital every Christmas and I spent three years in a medium/high secure unit in Sheffield, which I feel did nothing to help. I was detained and away from my family, who had spent years of supporting me in the community. They saw I was not getting any treatment or therapy for my mental health and was being neglected, which was taken to court and they were found guilty. The judge released me for the lack of no qualified therapies, which the hospital was charging high amounts.

I was admitted again to Westlands, two months prior to leaving the secure unit, as I'd lost nearly all of my life skills and no longer knew how to cope from being locked up 24/7 to being free again.

It was then that all Westlands staff stated that I needed 24-hour support as they had nursed me for over 14 years. They found out about Riverbank and got the ball rolling."

**"It's been a slow process, small stepping stones, but I've achieved more since I've been at Riverbank than I ever have done before."**



### How Riverbank has supported Sarah

"In the four years since I've been at Riverbank, I've only had one admission and I've had three Christmases with my family. I get to see and spend more time with them and my relationships have changed, from my family being my carers, to me now having a mother/daughter relationship, which I've never had until I came here.

It's a weight off their shoulders, worrying when I have a blip, as they know staff understand how to work with me to get well again and my risk reduced from being life-threatening to safer self-harming. I've also maintained my weight for the first time ever and I'm discharged from eating disorder services.

I can now walk to my mum's house and visit when I want, as I've built up my confidence to walk through town, and had support with my anxiety to overcome things. I now shop for my own food with staff support as well, and I'm still trying to overcome my fears due to my previous eating disorder.

I've been working on moving into the flats in October time by doing a few weeks' slow transitions. To make it less stressful and hard, my furniture is moved across and the flat has been decorated for me to make it homely. I have already spent time in there so it doesn't feel strange and it helps me to settle in better as I don't cope well with change.

Since being at Riverbank, I've learned about my illness and triggers, as well as why I take medication and what for. I've learned more here than I did in over three years of being in a private hospital."



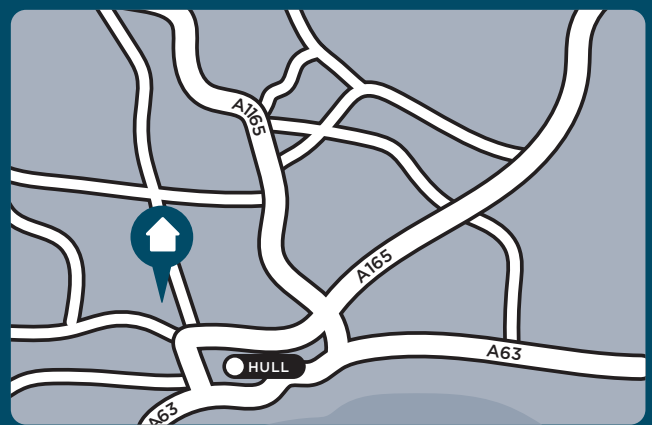


## About Riverbank

Located in Hull, Riverbank provides a residential service for up to 24 individuals, as well as 12 supported living flats in an adjacent building.

Our placements support individuals with enduring mental health needs, providing extensive rehabilitation and recovery care pathways, as well as offering longer term support where needed.

Here at Riverbank, we place great importance on positive outcomes and quality of life. We look at what can be achieved for each person, their abilities, interests and needs, and work within a positive environment to encourage confidence, bring structure, inclusion and opportunity in their lives.



## Contact us today

If you would like to make a referral, call us on **0808 208 2147**.

If you have a specific enquiry for the site, call the local number on **01482 223406**.

Alternatively, send an email to **[adultcare@priorygroup.com](mailto:adultcare@priorygroup.com)**

or visit our website at **[www.priorygroup.com](http://www.priorygroup.com)**

Riverbank, 2a Park Road, Hull, HU3 1TH