

## Topic 3

My brother attends Horizon Day Centre. The staff are excellent in managing my brother, especially with a number of challenging needs due to Autism/Bipolar disorder. Additionally, my brother has Coeliac disease and this, in addition to the mental health, is another crucial element of my brothers management. The staff are excellent, at noticing any issues that may trigger a cycle of challenging mental health. I see the staff as an extension of my family, and find it easy to discuss any matters relating to my brother.

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The SMS worker I saw was very understanding and listened to my issues.

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Mr Richards was understanding of my situation, and helped steer me through it to solve my problems and come to terms with the solution.

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You explain what will help me, especially support regarding substance misuse and how this will impact my mental and physical health.

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They listened to me about my problems with continence. They explained how I could have improvements. They loaned me a stim machine and followed up with biofeedback machine to monitor my progress. They also supported me while I was trying to improve my continence. They were kind and supportive always and I was able to get support from them between appointments. The main nurse I saw was Vanessa who was always kind and supportive and gave me real hope that I would improve. I also saw Hayley a few times, who was also very good and kind and who referred me on to Vanessa to get more help with the stim machine. Continence is difficult to talk about and makes a difference when ageing. I am 69 and active but my continence issues were depressing and made me dread getting older.