

Partners in Recovery Case Study 3

Background (participant and their situation) *Not real name

Kathy, presenting with Agoraphobia and Chronic Dysthymia Disorder, was referred to PIR by the pain clinic due to her deteriorating mental health as a result of coming up against barriers to accessing services. Due to her condition of Agoraphobia, she was at the time of referral unable to leave her house, and as a result, could not access community, psychological or medical appointments and thus her health continued to deteriorate across multiple areas. Kathy was also facing financial barriers as her DSP payment was being used to cover the mortgage. Kathy was disengaged from services as she had found it difficult to connect with counsellors / psychologists, or found sessions and therapy interventions unhelpful or irrelevant.

What did you do to engage the person in PIR?

Arranged to meet at her home at a time that suited her.

What were the key issues/needs being addressed?

- Appropriate mental health supports that could be flexible in working with Kathy in her home
- An appropriate client-therapist match that used mindfulness based techniques as requested by Kathy
- Finding a way to increase income to support living costs.

What happened to address the issues/needs?

- Facilitator, working alongside a support worker, developed a tailored action plan to start with Kathy inside her home and gradually work up to getting outside and in the community and work on recovery goals of starting her own business restoring furniture and renting one of her rooms out for additional income.
- Identified home visiting psychologists/counsellors/life coaches.
- Regular check-ins with stakeholders and client to ensure coordination of services.

What was the outcome?

- Kathy has been leaving her home to attend medical appointments without the assistance of a support worker. She has also completed 'homework tasks' set for her by psychologist of taking herself out for a coffee on her own.
- Kathy has completed getting her house ready and fully furnished a room and has a new tenant in one of the rooms, and is currently interviewing suitable students for the other room. This has increased her income and as a result she is now able to financially contribute to her psychology/coaching sessions.

Time taken at various stages of the participant's journey with PIR:

	Length of time (in weeks)
Engagement	14
Intake	1
Assessment	1
Action Planning	1
Care Coordination	8
Monitoring	4
Exit	Still active

