

## Mike

Mike's parents passed away 2 years ago and this initiated Mike returning to problematic alcohol use. He does not have a phone as this has been taken by the Police for investigation, following him making abusive phone calls to the emergency services. Mike does not want a phone as he thinks he would do the same again.

Mike does not leave his house with the exception of going to the local shop each day to buy alcohol. He has been issued with warnings from the Housing Association as he often shouts at neighbours and throws bottles into the road outside his flat when he is under the influence of alcohol.

Mike often speaks of a desire to harm and/or kill himself and expressed repeated feelings of hopelessness.

Mike was subject to Probation supervision which was due to end last year. Dave, his Probation Officer, has maintained contact as he has concerns around Mike's loneliness and ability to cope.

Dave is Mike's Trusted Person. Dave is keen to support Mike however felt that he did not have the time to commit to this and was the only service involved.

The Counting Every Adult (CEA) team accepted the case to support Dave, to break down the systemic barriers and address the lack of service input Mike was facing. Kelly from CEA was able to suggest services that Dave was unaware of, and to link Dave with the relevant people.

Mike was aware of the referral to CEA and asked to meet with Kelly. With Dave's support, Kelly was able to gain a good understanding of what Mike wanted, and she made suggestions about suitable services. Mike was keen; he agreed that Dave was best placed to be his Trusted Person because he valued Dave's support.

Kelly referred Mike to the Dual Diagnosis Outreach Team (DDOT) for support with his mental health. She asked for an assessment to be scheduled as soon as possible due to Mike's ongoing suicidal feelings, and secured an appointment that same week. Staff from DDOT met with Mike, with Dave present, and were able to pick up his case and offer ongoing support.

There were some concerns raised by the DDOT team about Mike's ability to work with female staff, as when intoxicated he can at times say things that may be misinterpreted. Kelly facilitated 2 joint visits with the DDOT staff for them to assess the situation and see if they felt comfortable. As these were successful, Mike now receives weekly visits from DDOT. He is learning about anxiety management with them and is interested in completing bereavement counselling in the near future. Kelly also introduced the allocated DDOT worker to Dave, to make sure they could share information and maintain communication where that would help Mike.

Mike is a dependant drinker and has told Dave he'd like support with this. Mike did not wish to go to the main Change Grow Live (CGL) office (CGL would provide this support) as he does not like to go into the Town Centre. Dave previously tried to get an appointment at Mike's home or in another office, but to no avail. He was not sure how to overcome this barrier.

Kelly made contact with CGL and explained Mike's situation to them, asking if a member of staff from the CGL Outreach Team could come to see Mike at home. She arranged for an initial meeting to take place at Mike's home, where his treatment options, as well as locations for future meetings, were offered. Unfortunately, Mike changed his mind, and this did not materialise at the time.

Since then Mike has decided he feels ready to enter treatment, which Dave communicated back to Kelly to get some further support. Kelly has rearranged an initial meeting and Mike's keyworker from DDOT will support him to attend this.

There have been some challenges in this case, particularly Mike not having a phone which meant he was not able to take calls or appointments; which some services expected him to.

Kelly secured appointments with relevant agencies and communicated these to Mike via Dave's weekly visits. This allowed Mike time to process the information and prepare for the appointments. His engagement dramatically increased as a result.

The fact that Dave was able and willing to invest time in being Mike's Trusted Person and has continued with the positive relationship that they have built, has been crucial.