

Case Study:

RF – Building Confidence and Engagement through Interest-Based Support



Background:

RF is a service user supported by Hesa Supported Living. Historically, RF has demonstrated a high level of hesitation when invited to attend medical appointments or participate in community-based activities. This ongoing reluctance has posed consistent challenges for both RF's social engagement and overall well-being. Despite encouragement and reassurance from the support team, RF frequently declines opportunities to leave the home environment, often expressing discomfort or hesitation when faced with unfamiliar settings or social interactions.

To address these challenges, the support team has implemented a range of person-centred strategies designed to build RF's confidence and sense of security. These include gradual exposure to community activities, the use of familiar and trusted staff members during outings, and collaborative planning with RF and his family to ensure that all approaches align with his preferences and comfort levels. While progress has been gradual, the team continues to provide consistent encouragement and emotional support to help RF develop greater independence and a more positive connection with his community.



Challenges Identified:

RF consistently demonstrated avoidance behaviours when invited to participate in external activities or attend GP appointments. Despite repeated efforts from the support team, including multiple adaptations to RF's support plan and the implementation of various person-centred and collaborative strategies developed in partnership with RF's mother, engagement remained limited. The team explored a range of approaches to encourage participation, such as gradual exposure, reassurance, and the introduction of familiar staff to promote comfort and trust. However, RF continued to display reluctance and frequently declined most opportunities for engagement outside the home environment, preferring the familiarity and predictability of home-based routines.



Intervention and Support Strategies:

The support team recognised the need to build trust and motivation by focusing on RF's personal interests. Through regular discussions and family input, the team identified RF's strong passion for **cars**. Using this as a foundation, the team developed an **interest-based support plan**, incorporating car-related activities such as attending **car shows** and **visiting the beach**, which RF found calming and enjoyable.

The plan was implemented gradually, ensuring RF felt in control and supported throughout each step. RF's mum also played an active role, providing reassurance and encouragement, particularly in attending GP appointments.

Progress and Outcomes:

The tailored approach has led to **significant positive changes** in RF's engagement and confidence:

- RF has begun **attending activities** in the community, including a **visit to the beach** and, most notably, the **Brooklyn Car Show**, which RF thoroughly enjoyed.
- RF has shown enthusiasm towards **future car-related events**, agreeing to attend more car shows planned by the support team.
- RF has also started **attending GP appointments** with his mother's support, marking a major step forward in overcoming previous anxiety and avoidance behaviours.



Conclusion:

RF's case highlights the effectiveness of **person-centred and interest-led support planning**. By aligning activities with RF's passions and ensuring consistent, compassionate encouragement from both the support team and family, RF has made meaningful progress in community participation and personal development.

This approach has not only improved RF's confidence and social engagement but has also strengthened the collaborative relationship between RF, his family, and the Hesa Supported Living team.