

Cameron joined Cardiff Day Service in September 2021 after being referred to the Day Service transition project in his final year of school. Despite Covid restrictions he completed a very exhaustive and individualised transition from Ty-Gwyn school through the Day Service Transition Team

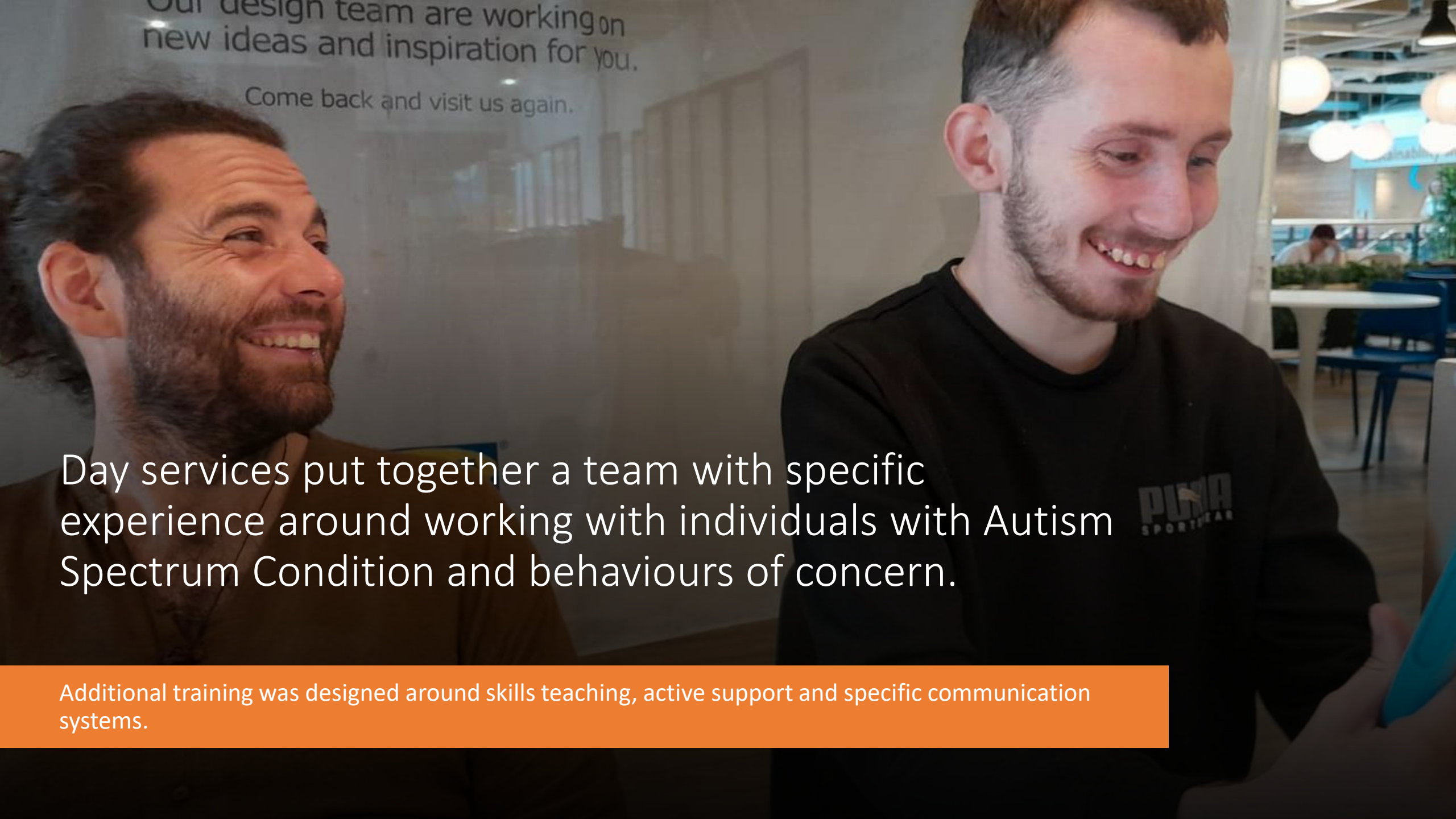




- Cameron loves technology, particularly screens and tablets, however his constant need to use technology was denying him wider social and learning opportunities and causing behaviours of concern.

Cameron's mother explained-  
"For 16 years Cameron refused  
to wear enclosed footwear, he  
did not use cutlery and did not  
eat with his family"





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Day services put together a team with specific experience around working with individuals with Autism Spectrum Condition and behaviours of concern.

Additional training was designed around skills teaching, active support and specific communication systems.



Initially we focused on introducing structure to Cameron's day using visual schedules, timers and strategic planning of desirable and less desirable activities.

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The introduction of structure required us to agree several restrictions on Cameron to encourage him to engage with the process. It was also necessary to prescribe physical interventions to safely support Cameron on days when it wasn't going well.

Over time Cameron became familiar with the structure of his days. He became more relaxed and was able to focus on activities which did not involve technology.

He became more engaged in learning new skills through formal skills teaching and active support approaches, these skills became transferable from building based activities to integrated community-based activities.



Cameron now fully engages in a wide variety of activities. He makes the most of each day continuing to learn new skills and explore new opportunities.



## Positive Impact

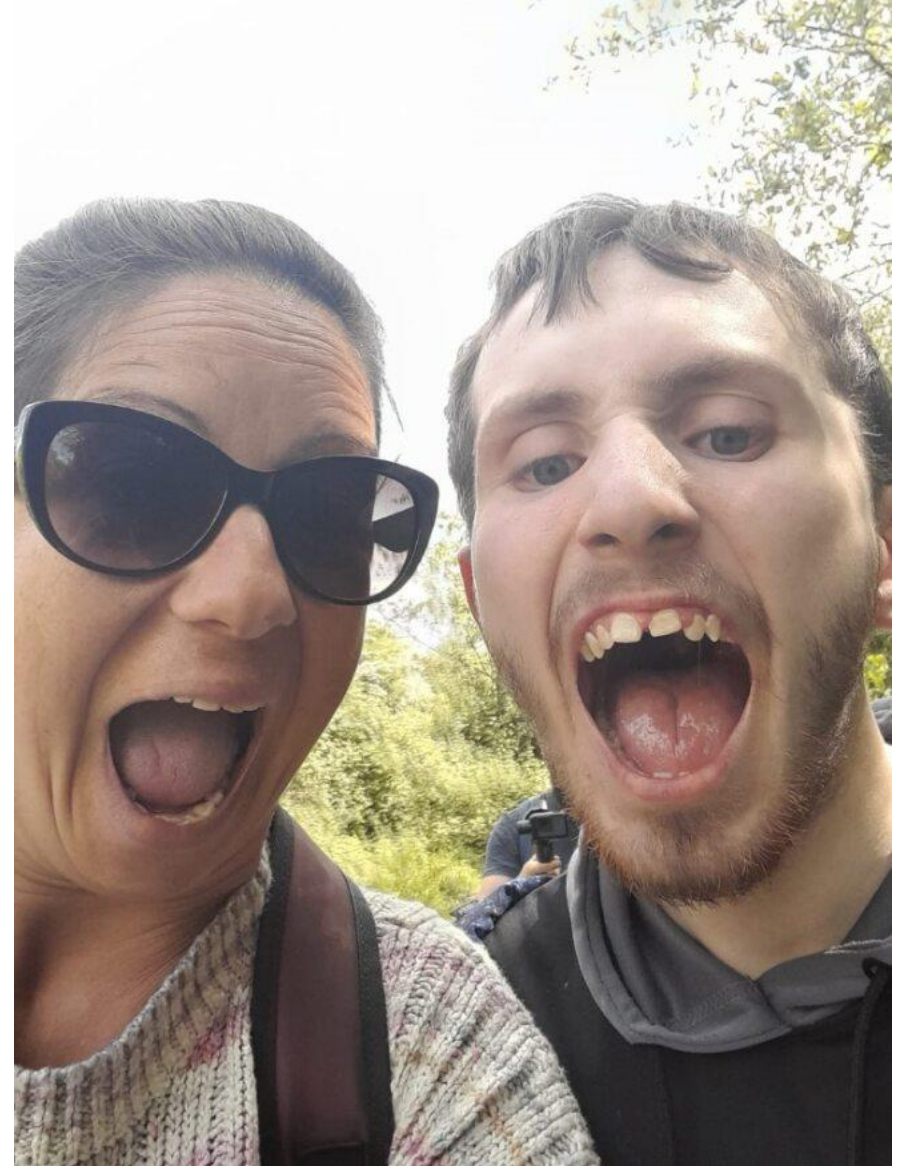
Cameron's reliance on technology is now managed, allowing him to engage in a more meaningful life.

Cameron now wears enclosed shoes when necessary, allowing him to bowl and engage in country walks.

Cameron now uses cutlery, eats a wider variety of food and sits with others in pubs and restaurants to eat.

Cameron shops locally for ingredients and cooks and prepares his own meals.

Cameron's use of visual communication tools has developed greatly, allowing Cameron to express his choices and preferences rather than relying on challenging behaviour to meet his needs.







# Lucy's transition story from Ty Gwyn to Complex needs Day Service

# Where Lucy Started

- Lucy left Ty Gwyn school in July 2023, we had keeping in touch days over the summer and Lucy started in day service full time in September 2023.
- When we first got to know Lucy, she presented with some challenging behavioural needs, however Mum stated, “During the transition I felt that the day service team were not fazed by Lucy’s complex needs and behaviour, the positive attitude taken with regards to Lucy’s complex needs and challenging behaviour was a huge relief to us”.
- Staff from day service spent time getting to know Lucy in school to help aid a smooth transition.



# Getting to know Lucy

- When getting to know Lucy, we spent time getting to know what Lucy liked/disliked and what's important to and for Lucy.
- This helped us to create a person-centred plan, tailored to Lucy and her needs.
- In the beginning, there were lots of behavioural incidents and staff were having to use physical interventions to keep Lucy, staff and other supported people safe.
- Staff used a consistent approach and Lucy started building trusting relationships with her staff team.
- Lucy learnt what was expected of her and could use her communication to tell us things and staff would listen and respond appropriately.
- As a result, the use of behavioural incidents and the need for physical restrictive interventions decreased.



# Where Lucy is now



- Lucy's life has improved since starting day service, she has lots of opportunities to engage in activities she enjoys, for example, swimming, trampolining and Zumba.
- Lucy's communication has dramatically improved, both in service and at home.
- Lucy works with a core support team who know her really well and Lucy has built great trust and relationships with. This has helped Lucy to feel safe and knows she will be listened to.
- Mum said "Lucy is happy, and this makes life so much easier for us all. Watching her face light up when she sees her support worker arriving each morning and listening to her giggles coming home each afternoon means so much to me".

# Positive impact

- Lucy now has an Improved home life, improved communication skills and reduced behavioural incidents – contributing to leading a more meaningful life.
- Lucy is working towards her outcomes which are to increase community presence, build relationships & friendships and improving life skills.
- Mum said “Although Lucy has only been with the day service for 7 months, Lucy is thriving! The approaches used by the day service have made a huge difference to Lucy.
- She also said “That there is life after Ty Gwyn! Unlike other providers day services are willing to really listen and will create an individual plan with you, they don’t say ‘this is what we do, what do you want’ they say ‘this is what we can do, what does your child need’. Day services don’t try to put your child into a box that they don’t fit”.

