

Case Study: Supporting TBW's Recovery, Stability and a Safe Transition Back to the Community

Service User Profile

- **Initials:** TBW
- **Diagnosis:** Bipolar Affective Disorder
- **Additional Needs:** Physical health needs, emotional vulnerability and psychosocial challenges
- **Presentation on Admission:** Emotionally labile, overfamiliar, restless, talkative, impulsive and vulnerable to exploitation.
- **Length of Stay:** Approx. three weeks

Summary

TBW was admitted to Nuvita following a period of significant mental distress linked to a complex personal situation, including experiences of domestic abuse and associated social stressors.

Diagnosed with Bipolar Affective Disorder and living with physical health needs, TBW presented in a vulnerable and distressed state on admission. During periods of mental ill health, they could become emotionally labile, overfamiliar, talkative, restless, impulsive and vulnerable to exploitation, requiring a safe and structured environment to support stabilisation and recovery.

An inpatient admission was required to provide clinical stabilisation, medication support and coordinated multidisciplinary input, while also helping her begin addressing wider psychosocial challenges impacting her wellbeing.

The Challenge

At the point of admission, TBW required intensive support to manage their mental health needs and regain emotional stability. Alongside the symptoms associated with their Bipolar Affective Disorder, they was navigating a range of external pressures, including housing concerns, legal matters relating to domestic abuse and uncertainty around future plans.

The immediate priorities were to:

- Stabilise her mental health presentation
- Improve sleep, appetite and overall wellbeing
- Reduce vulnerability and risk
- Provide emotional support and reassurance
- Support engagement with treatment
- Begin planning for a safe and sustainable discharge
- Coordinate support around housing, employment and legal safeguards

Nouvita's Approach

From the outset, TBW was supported through a coordinated, multidisciplinary approach centred around her individual needs, strengths and recovery goals.

A key component of her care was the provision of regular one-to-one sessions with staff. These sessions provided opportunities to reflect on progress, discuss challenges, identify goals and maintain focus on recovery.

Alongside this therapeutic support, the wider ward team worked collaboratively to ensure a consistent and structured care experience. Staff remained approachable, responsive and available throughout her admission,

helping to create an environment where she felt safe, supported and listened to.

Medication was reviewed and monitored as part of her treatment plan, contributing to improvements in mood stability, sleep and overall wellbeing.

The multidisciplinary team also worked closely with external agencies and support services to ensure appropriate discharge planning was in place, including support relating to housing, employment and legal protections.

The Outcome

Over the course of their approx. three-week admission, TBW made significant and meaningful progress.

As their recovery progressed, they became increasingly settled, engaged and future-focused. They reported feeling calmer, sleeping better, eating more regularly and experiencing greater emotional stability.

The improvements achieved during admission enabled them to move from requiring intensive inpatient support to actively participating in planning for their return to the community.

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At the point of discharge planning, TBW was:

- Clinically stable
- Engaged with her recovery
- Actively involved in discharge planning
- Working towards a return to employment
- Receiving support around housing needs
- Supported with appropriate legal safeguards, including a non-molestation order
- Demonstrating increased confidence and independence

Reflecting on their recovery, they described themselves as being “*just that one little step out*”, highlighting their readiness to move forward and continue their recovery journey within the community.

Service User Feedback

TBW spoke positively about their experience throughout their admission and the impact the support had on their recovery.

They described the care they received as a “*very good experience*” and praised the consistency, coordination and approachability of the staff team. Regular one-to-one sessions were particularly valuable in helping them recognise their progress, stay focused on their goals and build confidence in recovery.

They also highlighted the reassurance of knowing support was available when needed, even during busy periods on the ward.

When describing what quality care meant to them, they explained that it was about having support available while still maintaining her independence.

they described the care received as “*spot on*”, valuing both the practical support and the opportunities to recover and regain confidence. They continued:

“I felt well supported and safe and the overall experience was positive and helpful in supporting my reflection, calmness, and recovery”

Conclusion

Several factors contributed to the positive outcome achieved during TBW's admission:

Person-Centred Care

Support was tailored to TBW's individual needs, circumstances and recovery goals, ensuring she remained at the centre of decision-making throughout her stay.

Consistent One-to-One Support

Regular therapeutic engagement helped build trust, encourage reflection and maintain focus on recovery outcomes.

Effective Multidisciplinary Working

Strong communication and collaboration between clinical

and non-clinical teams ensured care remained coordinated, responsive and focused on positive outcomes.

Holistic Recovery Planning

Support extended beyond symptom management to address wider factors affecting wellbeing, including housing, employment and legal protection.

Safe and Therapeutic Environment

The ward provided a stable environment where TBW felt safe, supported and able to focus on her recovery.

Supporting Positive Outcomes

This case demonstrates the value of a coordinated, person-centred inpatient pathway that addresses both clinical needs and the wider factors that influence recovery.

Through effective multidisciplinary working, consistent therapeutic support and proactive discharge planning, TBW progressed from a position of significant distress and vulnerability to one of stability, confidence and readiness for community living.

Their journey highlights how timely intervention, compassionate care and a focus on individual recovery goals can support meaningful outcomes and successful transitions back into the community.

Let Nouvita Help

For further information on integrated care approaches and outcomes at Nouvita Healthcare, please contact:

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