



Participants

Louisa's Case Study



“When I contacted Case-UK for help, I wasn't sure what to expect. I am happy and confident and feel equipped to cope with difficult

Background – Louisa is a Senior manager within the NHS in Wales and has worked for the NHS for over 15 years. She is married and has 2 young girls, 5 and 2 and is a full time working mum. Louisa was promoted to Head of Service and whilst initially she coped well with the step up into a more senior role, she is now having difficulty with her line manager who she feels bullying her and her team. A number of her team have raised issues and concerns of how they have been treated by the Director and the impact it was having on them. Sickness is at an all-time high in the team and morale at an all-time low.

There was growing conflict in the workplace and this was having a negative impact on Louisa mental health and wellbeing. Louisa was not sleeping and was overwhelmed with stress, feelings of being worthless and was worried she is letting her team down.

Not knowing where to turn for help, Louisa searched mental health support in Wales and discovered she was able to self-refer into the Able Futures Programme.

She was extremely anxious about the stigma of suffering with mental health and did not want her organisation and her line manager to be aware that she had accessed the service. Louisa meet with her Vocational Rehabilitation Consultant and a bespoke support plan was put in place for her.

There was an immediate positive impact for her and knowing she was going to get 9 months of support made a huge difference to her mind-set.

She felt that this was a safe space for her and over the months of support from Case-UK and the Able Futures Programme the workplace has become a less combative environment and she was given the tools and coping strategies that enabled her to regain her confidence and challenge the behaviours of her Director in a positive constructive way.

Support Provided – Case-UK's VRC supported the participant: -

- To utilise the Case-UKs stress control workshops and mindfulness sessions
- To manage her stress and anxiety, this was achieved by accessing bespoke information, advice and support to implement strategies that built resilience to overcome fears and manage her environment.
- Coached by HR expert in Case UK team and was equipped with the tools and confidence to manage conflict in the workplace

Outcome – Louisa is feeling more confident and is able to manager her stress and anxiety in a positive way. Through the programme she has developed

resilience and is working on Improving relationships with her team and her Director. She has since become an advocate for mental health and has even signposted a number of her team to Case-UKs Able futures

How Did We Do?

Level of Support	Effectiveness of support	Your VRC	Overall Experience	Chance of Recommendations
Excellent	Excellent	Excellent	Excellent	Excellent