

CASE STUDY



Supporting a Resident with a Family Member

While working on a project in Darlington, ABP contacted a resident to discuss upcoming installation works. During the call, the resident expressed concern about her daughter's mental health. Her daughter experiences agoraphobia and finds it distressing when unfamiliar people enter the home, and the resident was worried that the installation process would negatively affect her daughter's wellbeing.

CHALLENGES IDENTIFIED

- The challenge was to ensure that the works could go ahead as planned while maintaining sensitivity to the daughter's mental health needs and reducing any potential stress.
- Our task was to develop a plan that allowed the essential installation works to be completed while minimising disruption and anxiety for the resident's daughter.

ACTIONS TAKEN

1. After listening to the resident's concerns, we took several steps to adapt the process and support the household:
2. We agreed to provide at least one week's notice before the appointment, giving the resident and her daughter time to mentally prepare for the visit.
3. We suggested completing every other window and door in the property first, allowing the daughter to remain in her own room undisturbed while the rest of the work was carried out.

4. Once all other areas were complete, we proposed that the daughter could move into another room, allowing the team to finish her room last and leave immediately afterwards to avoid unnecessary disruption.

OUTCOMES

- The outcome was highly positive for both the resident and Anglian.
- The resident expressed gratitude and relief, thanking us repeatedly for being so understanding and considerate.
- The daughter's mental health and comfort were protected, helping her feel more in control of the situation.
- The works could proceed as scheduled without conflict or distress, ensuring both efficiency and customer satisfaction.

REFLECTION

We communicated this plan clearly and empathetically with the resident, ensuring she felt comfortable and reassured that her daughter's wellbeing was our priority. It was important to communicate clearly, provide reassurance, and ensure the approach remained flexible and considerate of the family's specific circumstances.

This case demonstrates Anglian's commitment to empathy, flexibility, and person-centred service, strengthening the relationship between the company and the resident. By listening and adapting to each resident's unique needs, we can protect wellbeing while still achieving project goals effectively.