

New Models for Learning Disability Day Support Collaborative

Design Persona: James

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Improvement Hub
Enabling health and
social care improvement

Introduction

James is 19 years old. He lives in a shared house with 4 other men, they have support workers in the house all the time. James used to live with foster families until he was 18. He moved into foster care aged 16 when his family felt that they could not longer cope with him at home. Although he is not violent his volatile temper scared his younger sister.

James lives in Edinburgh and near the zoo, there are lot of shops and café near by, lots of busses go past but James does not go on them without support. James started going to a day centre 2 months ago. Neither the support staff at home or he staff in the day centre know him very well yet.

My communication

James does not use speech. He is learning to sign using Makaton and is working with a speech and language therapist to learn how to use an ipad to help him to communicate. The local authority have an application for a guardianship order in for James.

My motivations

James is friendly towards everyone he meets and he responds well when people joke about with him. He does not respond well to being told he can't do something and shouts, slams doors and stamps his feet to let people know he is not happy.

My frustrations

James has displayed signs of frustration and anger since being told he was not allowed to be alone with another man from the day centre. They were caught together in a sexual act in the day centre toilets. James showed he was distressed and angry after being caught and being told off, he has been signing "love him" a lot since the incident.

My short-term ambitions

James keeps pointing to the other man he was caught with and signing “love him” They keep trying to spend time together alone but are separated by staff.

My long-term ambitions

Both the staff at home and in the centre have only known James a short while and at the moment it is unclear what direction James wants to go with his life. Most of the time he seems happy to get involved with anything that is happening at the centre, without showing particular enthusiasm for anything.

My experience of how I spend my day

James is new at the day centre and has not tried everything that is on offer yet but he has been seen to enjoy dancing and woodwork. He likes using his iPad and is learning how to use it to help him to communicate. He cannot spell well so gets frustrated when he tries to search for things and cannot find them. At home James likes to watch films, he likes sci-fi and musicals best. He likes to eat almost anything, and dress up in fancy dress when there is an opportunity.