

Isaac was born with a rare genetic condition that manifested as profound medical, social, emotional, physical and behavioural needs. At age 18, he transitioned into a group care home. Unfortunately, this broke down within three years. He had deteriorated to the point that he had to wear a helmet due to extreme self-harm, was isolating in his room and had a significantly restricted diet. Any interaction with family could only take place outside of the home, in his Motability vehicle on a drive. In November 2022, a multi-disciplinary team recommended that we look at supported living for him.

Pre-transition, we engaged with four other care companies, however none of these were able to provide what we knew Isaac needed and to the standard we expected for our son. CHC forwarded Heroic Care's details to us and it was clear from the very first phone call that this was a very different proposition. From the beginning, we met the directors who were familiar with Isaac's situation, we were invited to the central office and very impressed by all the staff we met there. Heroic Care could offer us with the complete package; very high quality personalised care, support with physical as well as mental health, sourcing housing, providing support with benefits and finance and emotional support for the family.

We were guided through the whole transitional phase by Heroic and we were consulted and kept informed throughout. A meeting was arranged where we were introduced to Isaac's care team. A structured transition plan with clear outcomes and targets was formulated and our voice was heard. The directors set up a WhatsApp group enabling us to have direct access to anyone involved in the management of Isaac's care. The leadership collated as much evidence as they could for a smooth transition and visits to Isaac's home were arranged.

On 15th January 2024, Isaac moved into his new home and the move has been nothing short of life-changing. Significant improvements were immediate. From that point, Isaac ate wholesome meals in his kitchen, not confined to his bedroom, as had been the case previously. He went out for walks on a daily basis, dignified personal care was carried out in the bathroom, he had daily baths and the routine that was set in place for him was understood and carried out by all the staff in a consistent manner. A particular strength was the great attention to detail and investigation into Isaac's behavioural, social and emotional needs which was then used to implement a clear plan and set of strategies which have transformed his ability to live the life that he deserves.

Within three months, the helmet was no longer used and Heroic's close observations of Isaac's eating and digestive issues resulted in the discovery of a serious medical condition (impacted bowel) that had not been picked up by the previous care company. The team were relentless in proactively working with medical professionals to cure the condition, which they knew must be causing great pain and seriously affecting Isaac's well-being and mental health as well the obvious physical effects.

The family were able to visit very early on and spend time with him at the house, again something which had not been possible previously. A huge bonus for Isaac and his younger sister was that their strong sibling relationship had a place where it could be nurtured and enjoyed again.

Isaac has been with Heroic Care for almost two years and these positive outcomes have continued. He has been able to enjoy a variety of different social experiences that had previously not been possible, for example regular visits to a local pub, a short holiday to Skegness in the Heroic Care caravan, a visit to the zoo, a Christmas trip to meet Santa and to see the lights.

Isaac's medical needs were not met in the previous setting, but Heroic have made sure he has attended all medical appointments, not hesitated to consult the GP or take him to the hospital when necessary and made adaptations and accommodations for him to be seen by medical professionals in the home when this has been necessary. As a company, Heroic are constantly seeking to improve and we were really impressed to learn that they have proactively employed a nurse from one of their own members of staff to enable vulnerable adults to receive personalised nursing care

Heroic believe that the adults in their care have a right to live their best life, whatever that might look like. More importantly, Heroic deliver this with warmth, empathy, compassion, professionalism and insightful care. We are still highly involved in Isaac's day-to-day life and planning for his future, and a stable and consistent staff team mean that outcomes are shared, understood and developed. We are highly optimistic about Isaac's life with Heroic and see a much brighter future for our son.