



Success Story Update: James M Supported Internships



James began his Supported Internship at Holy Cross Residential Home in October 2017. He has since made excellent progress and is very popular with the residents. His colleagues have said that he is very helpful to all members of staff. James considers himself the eyes and the ears of the home, he is proactive and always finds work to do and people to help.

James has started updating Moments of Rewarding Engagement (MORE) charts, he is leading activities with the residents and is going to deliver a presentation on local history. James also plays chess with one resident which has made the resident smile and laugh - something he hasn't done for a long time.

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James understands he needs to be diplomatic, calm and sensitive. He is now becoming more involved in personal care, supporting the Care Assistants and cleaning the commodes and the rooms. His next step will involve more 'hands on' personal care.

James's Employment Officer, Tracey, and his Manager, Amanda, have been discussing options for James when he finishes his internship and Amanda is investigating the possibility of James progressing to an apprenticeship.

James loves working at Holy Cross, he is very committed to them and has said he doesn't want to work anywhere else.

James has already been offered three hours paid work in the kitchen and he is making excellent progress in this role.