

## Josh – Redcar Primary Care Hospital

### Josh's hard work speaks for itself!

#### Middlesbrough, Redcar & Cleveland

Josh has a diagnosis of 17q12 microduplication (a genetic disorder) which results in Josh having difficulty with his speech and language development. Josh's speech is characterised by significant oral-motor coordination difficulties, which can make it difficult for people who are unfamiliar with Josh's speech patterns and legibility to understand him fully.

South Tees Hospitals NHS Foundation Trust provides a number of services from Redcar Hospital including an urgent treatment centre and Zetland Ward.

As part of his placement within the portering department, Josh is assisting with; cleaning equipment, such as wheelchairs and marking with a sticker when they have been cleaned, transporting patients to x-ray and then returning the patient to designated area, restocking linen, ensuring sufficient linen is reordered, and taking away dirty linen.

Josh has picked up the duties and routines quickly, and recently mentor Jeff was very impressed that Josh had remembered to collect a patient unprompted to transport him to x-ray whilst his colleagues were busy completing other duties.

Despite Josh's speech and communication difficulties, he is making fantastic strides in communicating with staff and patients he comes across – and his coordinator has worked with him to agree achievable targets in greeting visitors when he travels around the hospital.

Josh is thoroughly enjoying this placement most out of all of his placements/voluntary roles. After initially doing one day per week to settle in, Josh asked if he could attend another day of the week as he enjoys working in a hospital, the role, helping patients and working with the porter team. Within a few weeks, colleague Mark noted the difference in Josh after only previously working with him on his first day as he is continuing to gain confidence in his abilities to carry out the required tasks.

Another of Josh's mentors at placement, Derek, commented; *'Josh is a quiet, respectable and pleasant young gentleman to work with. He is picking up the job as he goes along and getting used to the procedures of what we need to do in our role as a porter. For example, picking up specimens from the ward and urgent treatment centre, transporting patients to x-ray, stock replenishment in multiple departments and the daily routines.'*



*It is a pleasure to have Josh experiencing the role of a porter at Redcar Hospital and working alongside Choices College'*

As part of Josh's Preparing for Adulthood targets, he was given travel training to his placement venues. This involved a travel trainer working with him to identify the best routes to take, meeting him at his home, walking with him to the correct public transport stop, ensuring he travelled safely to his destination. This support was given on both train and bus journeys and was gradually withdrawn when Josh felt confident in his ability to travel independently.

Josh hopes to gain employment in his chosen field of customer service/patient care and, with the help of his coordinator Carly, has become a registered volunteer with South Tees Hospitals NHS Foundation Trust. This will enable him to experience other departments and build his skills at his own pace, whilst awaiting a paid employment vacancy to apply for

Within his education sessions, Choices College staff have been working with Josh's Speech and Language Therapist to set achievable targets for continuous improvement with his communication and speech. Within Employability sessions, particularly during mock interview practice, staff assisted Josh to work on his speech clarity and rehearse interview responses to alleviate some anxiety around communication performance for future potential job interviews. Josh has pushed himself out of his comfort zone, overcome his frustrations, and made amazing progress in this area. For this reason, Choices College have nominated Josh for a Corey Leckenby Recognition of Determination Award.

Josh told us; *'Choices College is awesome. The course has prepared me more for being independent and feeling like an adult. All the placement mentors I worked with have been amazing and have treat me as a colleague. I have really enjoyed my time at Redcar hospital the most, and I've been able to get involved with a department which makes a difference and helps people, and I really like keeping busy with plenty of tasks to do. I am looking forward to continuing as a volunteer with the trust and seeing where it takes me, as I would like a job at the hospital in future. My advice to future students is; try your hardest to get the most out of the experience, and listen and trust the advice of your coordinators, they know what they are talking about!'*