

Case Study 06.04

You have an appointment with Shobna, a customer who has had a diagnosis of schizophrenia for 5 years. You know from previous meetings with her that she is able to discuss her health condition now.

She was diagnosed after an extreme episode which was extremely traumatic for her and her family. This occurred during her final year of university and was followed by a spell in hospital with follow up support.

It took a while to get Shobna's medication right and although it is effective in many respects, it makes her unable to function first thing in a morning. When you ask a question, she pauses for a bit longer than you are accustomed to before answering any questions.

Shobna's GP is a firm advocate of the benefits of work for her health – but within limits. He considers that a part-time admin job would be ideal - something fairly routine and “low in stress”. Shobna is happy to go along with this and is keen to get into the world of work – but has some trepidation about the ‘social aspects’.

Discuss in your group:

- How you should approach working with this customer
- How can you help this customer progress into work?