

From struggle to success: Garry's journey with WorkWell

In a remarkable story of resilience and transformation, one Hillingdon resident shows how the right support can change lives.

When Garry first walked through the doors of WorkWell – North West London (NW London) on 10 December 2024, he was facing significant challenges. Living with both ADHD and autism had made maintaining stable employment difficult, and his conditions had contributed to struggles with substance use in the past. Just 35 days sober on his first attempt, an achievement he found incredibly challenging, Garry was determined to turn his life around but needed support to navigate his path forward.

"My ADHD made me impulsive, and my autism presented additional challenges in social and professional settings," Garry explains. These factors had created obstacles in both his career prospects and day-to-day responsibilities.

WorkWell
West London

Good work adds structure to your day, helps you meet new people, and gives you a sense of pride.

Holistic support approach

WorkWell paired Garry with a dedicated Work and Health Coach who recognised that employment success begins with overall wellbeing. Together, they discussed positive lifestyle changes to support his sobriety journey.

Physical activity became a cornerstone of Garry's recovery plan. His coach identified a suitable gym and secured funding for a membership, which Garry credits with *"leading to a greater focus on my health and wellbeing."* This positive step motivated him to address other health concerns, including seeking treatment for the effects of long-term substance use following his doctor's recommendation.

Understanding and managing neurodiversity

A significant portion of Garry's WorkWell sessions focused on identifying triggers and understanding how his ADHD and autism influenced his behaviour. His Work and Health Coach connected him with Arch, a 12-week specialised programme in Hillingdon, providing additional support tailored to his needs.

The coach also developed practical strategies to help Garry manage his ADHD symptoms, creating the structure he needed to thrive. These approaches were complemented by guidance on navigating social situations more effectively, gradually building Garry's confidence in professional interactions.

Preparing for employment success

As Garry began receiving interview invitations, events that visibly lifted his spirits, his Work and Health Coach ensured he was fully prepared to succeed in the workplace.

The coach educated Garry about reasonable adjustments employers can provide and explained his options regarding disclosure of his conditions in professional

settings. Together, they crafted a positive health statement that framed Garry's neurodiversity in terms of the unique strengths and perspectives he brings to the workplace.

A new chapter begins

Today, Garry has secured a position as a valet and quality controller at a car company, a role that brings him both joy and financial stability. With his first pay cheque, he plans to address past debts that had been causing significant stress.

The positive changes extend beyond employment. Garry is now preparing to move from shared accommodation into a flat with his partner, and he's in the process of applying for an Access to Work assessment to ensure continued support in his new role.

Reflecting on his journey with WorkWell - NW London, Garry expressed profound gratitude for his coach: "She made me feel comfortable to explain my situation and not be judged. She made me feel like I could be better."

The combination of targeted support around his conditions and improvements to both his physical and mental health has transformed not just his employment status, but his entire outlook on the future.

For more information about WorkWell – NW London services in Hillingdon, visit

- Website: [WorkWell - North West London](#)
- call **0808 196 2386**
- email: workwellwest@shaw-trust.org.uk
- QR code.

WorkWell North West London is a free service provided by Shaw Trust, designed to support individuals facing health-related challenges in finding or maintaining meaningful employment.

Eligibility criteria

- **Age requirement:** Must be over 16 years old.
- **Residency or GP registration:** Must reside in or be registered with a GP in the following London boroughs: Brent, Hammersmith & Fulham, Harrow, Hounslow, Hillingdon, Ealing, Westminster, or Kensington & Chelsea.
- **Voluntary participation:** Engagement with the service is voluntary, and individuals can opt out at any time.

What you can expect

- **Personalised support:** WorkWell offers early assistance by understanding each individual's unique health-related issues and crafting a tailored plan to address their needs.
- **Collaborative effort:** The service connects users with local resources and services to ensure comprehensive support.
- **Dedicated coaching:** Participants are paired with Work and Health Coaches who provide continuous guidance throughout the employment journey.

How it works

1. **Initial consultation:** Understanding individual needs and challenges.
2. **Goal setting:** Developing a personalised plan aligned with the participant's employment objectives.
3. **Addressing health challenges:** Offering support from healthcare specialists and local services to overcome health-related barriers.
4. **Expert advice:** Providing guidance from specialists in occupational health, mental health, and employment.
5. **Job search assistance:** Helping participants identify and pursue job opportunities that align with their interests and skills.
6. **Skill and resource identification:** Determining necessary skills and resources to facilitate re-entry into the workforce.
7. **Confidence building:** Empowering participants to feel prepared and self-assured in achieving their employment goals.
8. **Follow-up support:** Offering ongoing assistance even after program completion to ensure sustained success.

Alternative support

Shaw Trust employs a "No Wrong Door" approach, offering various local employment support programmes. If WorkWell – NW London isn't suitable, other initiatives like "Connect to Work" are available to assist individuals with disabilities, health conditions, or complex barriers in finding and retaining employment.

At WorkWell - NW London, we're here to offer early help and support. We'll work with you to understand any health-related issues that might be in your way and create a plan that fits your needs. We also connect with local services to make sure you get the right help. Together, we'll work to overcome any barriers so you can find or keep a job that's right for you.

[For more details or to self-refer, visit the WorkWell North West London page on the Shaw Trust website.](#)

NHS North West London through West London Alliance (WLA) provide WorkWell – North West London. WLA commissioned Shaw Trust to provide the service.
