

brain in hand

Neurodivergent Experiences of Everyday Life

A Six-Month Diary Study

January 2026

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Introduction

Purpose of the Study

This report presents findings from a six-month diary study exploring the lived experiences of new Brain in Hand users. The study sought to understand how individuals navigate daily challenges, what matters most in their everyday lives, and how Brain in Hand fits into their personal support systems over time.

What is Brain in Hand?

Brain in Hand is the coaching platform that helps autistic and ADHD people achieve more at work, in education and life. The Brain in Hand app takes coaching beyond scheduled sessions into everyday moments, delivering personalised support and real human guidance on-demand 24/7 – exactly when it's needed most.

Participant Recruitment and Context

In October 2024, ten participants who had recently been provided with a Brain in Hand license were recruited during the first month of their licence. Participants represented a range of neurodivergent experiences, including autism, ADHD, and co-occurring physical and mental health conditions. This diversity provided insight into how support needs vary across different life contexts and stages of change.

Study Design and Platform

Participants completed two core activities hosted on *Recollective*, an online platform designed for longitudinal research. A dedicated study site included a homepage outlining the research, clearly signposted activities, and an optional discussion space for participant interaction.

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Diary Activity

The first activity was a flexible diary task. Participants recorded positive and challenging aspects of their day using text, audio, photographs, or videos. Noting Brain in Hand use was optional, allowing participants to reflect on wider experiences beyond app, coaching, or on-demand support use.

This open approach supported rich reflection on everyday life, centring participant experiences rather than focusing solely on tool usage.

Outcome Measures

The second activity involved three closed outcome questions, completed periodically across the six-month study period. These focused on goal achievement, self-care, and navigating difficult situations.

Collecting these measures at multiple points enabled the study to capture change over time alongside rich qualitative diary data.

Follow-Up Interviews and Data Sources

Following the end of the diary study, some participants also took part in in-depth interviews to further explore their experiences. Quotes included in this report are drawn from diary entries, open-text responses within the outcome measures, and these follow-up interviews.

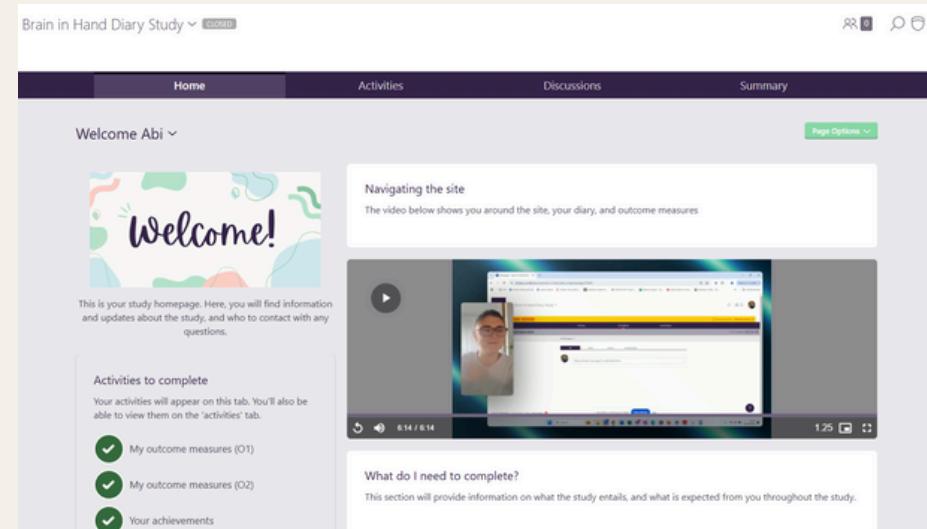


Figure 1: When participants log into the diary study, they have a homepage with an overview of how to get around the site, FAQs, and direct access to their activities.

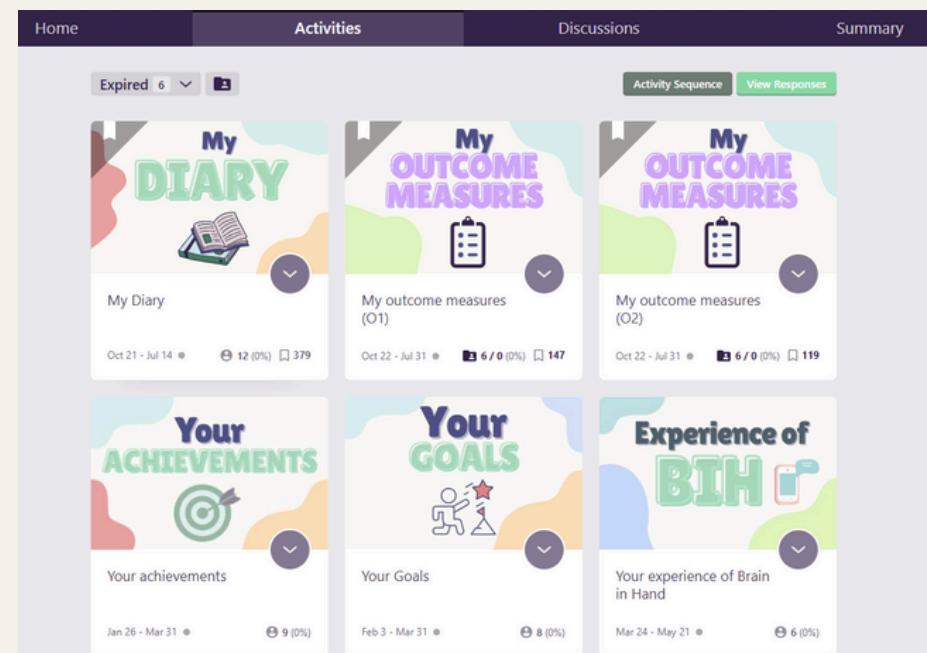


Figure 2: The page where participants complete their activities, for example their diary, and outcome measures.

Approach to Analysis and Use of Data

This report draws on participant reflections collected across the full study period. The diaries functioned as guided journaling, supporting reflection while centring what participants felt was most relevant in their own words.

Photographs have been included where appropriate. Images containing identifiable faces were excluded to protect participant privacy.

Key Themes and Focus of the Report

Several recurring themes emerged across participant contributions, including self-care and hobbies, independence and confidence, emotional regulation, physical health, relationships, and managing daily routines.

While Brain in Hand played different roles for different individuals, the diaries highlight how personalised tools, coaching, and reflective practices can support self-understanding and everyday coping.

Participant Case Studies

Six case studies are highlighted in this report. These foreground participant voices and lived experiences, illustrating both the role of Brain in Hand and the broader realities of neurodivergent everyday life.

Each case study brings together key themes, participant reflections, and how Brain in Hand featured within the wider context of participants' lives.

Case study: Jessica

Using coaching to support with daily life and routines

This case study shares how Brain in Hand coaching supported Jessica, a mum of three with an ADHD diagnosis, to organise her routines, manage challenges more confidently, and create meaningful improvements in her wellbeing and daily life.

Jessica is 30 years old, lives in the Midlands, and is a mum to three boys. During the study she was pregnant with her third child, giving birth near the end of the study. She was diagnosed with ADHD in February 2024 and is awaiting an autism assessment. She also experiences anxiety.

I enjoy spending time with my family and loved ones. In my spare time I like to craft, I have crafted different presents for my loved ones.



Key themes

- ✓ Use of Brain in Hand
- ✓ Family and relationships
- ✓ Creativity and hobbies
- ✓ Daily life and routines

Use of Brain in Hand

Jessica found her Brain in Hand coaching sessions helpful. They gave her a supportive space to talk openly about how she was feeling, and having an external person to listen and guide her made a big difference.

She also used the sessions to set personal goals like organising her home, and worked with her coach to plan when and how to make time for them.

Coaching sessions

We start the session off by asking how things have been so it's sometimes just good to offload to somebody that isn't in your immediate life. We then go into trying to make a plan as to going forwards ... It's definitely helpful because I just don't know where to start when I've got something that I need to do ... it's nice to have somebody else there that can split it up into steps of how to get that, how to get to the end of goal. In-depth interview

Using reminders

One good thing about the coach suggesting was like, just 'don't put too much pressure on yourself' and put reminders in your phone, doing things because obviously, I've said, I'm a very forgetful person. I have to have lists for everything and post it notes for everything so it's helped with having little reminders. In-depth interview

Family life and relationships

Family life and relationships were a dominant source of positive experiences throughout the study. Highlights included family outings, birthdays, preparing for the arrival of a baby, and meaningful time with her partner and parents. Jessica highlighted spending time with family and participating in various social settings as positive experiences. However, she also reflected that these gatherings often left her feeling fatigued afterwards.

Jessica often reflected on her relationship with her ex-partner, who is her children's father. She explained that this relationship has been a challenging aspect of her life, but noted that she has been managing it more effectively than before. This was an area she discussed with her Brain in Hand coach around thinking more positively about negative situations and how she could control them.

Family time

- My boys had their Xmas carol concert at school and they did so well, very proud of them. December diary entry*
- Had a lovely day at Alton towers with my boys, my sister and my nieces and nephew. March diary entry*



Creativity, hobbies and self-care

Creative activities, such as arts, crafts, and seasonal traditions (e.g., pumpkin carving), were noted as uplifting. These activities provided both personal fulfilment and opportunities to connect with family and community.

In the outcome measure task, Jessica noted that 'doing something good for herself' were often related to self-care activities that ranged from taking a break when she needed it, to getting her nails done.

Making time for rest and self-care

- I made myself go for a lie down in the afternoon as my whole body hurt and I had no energy. January outcome measure entry*
- Had a bit of a pamper day for myself after the hecticness of the last few weeks and the next few days. December diary entry*

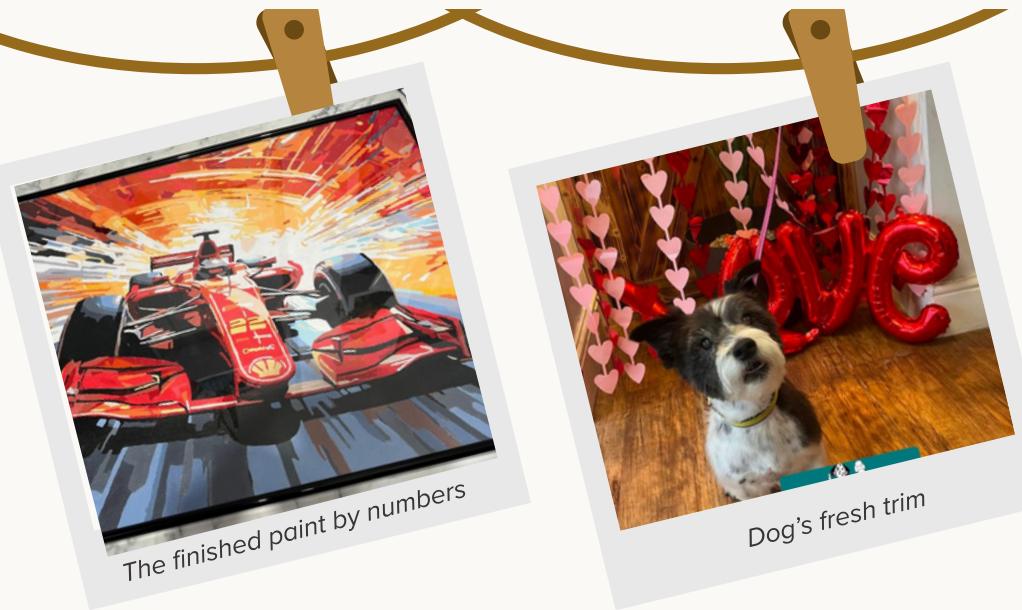


Jessica's Brain in Hand experience

Jessica's experience shows how personalised coaching and the Brain in Hand system can make a meaningful difference in managing daily life, routines, and emotional wellbeing. Through regular coaching sessions, she found a safe and supportive space to reflect, plan, and break tasks into manageable steps. This helped her feel less overwhelmed and more able to take control of day-to-day challenges.

Her coaching journey supported improvements not only in organisation and routine-setting, but also in wider aspects of her life, including family relationships, creative expression, and self-care. Positive family moments, creative activities with her children, and intentional downtime all contributed to a greater sense of stability and fulfilment. Jessica also learned strategies to reduce pressure on herself, such as using reminders and adopting a more compassionate, step-by-step approach to tasks.

Overall, Jessica's case highlights the value of structured support, practical tools, and empathetic coaching. Together, these helped her build confidence, navigate challenges more effectively, and foster a healthier, more balanced daily life.



The finished paint by numbers

Dog's fresh trim

Case study: Jill

Using digital tools to support with daily life

This case study looks at how Brain in Hand supported Jill in managing anxiety, improving motivation, and building resilience in her everyday life. By combining the app with coaching and other digital tools, she developed strategies that helped her feel more in control and confident day-to-day.

Jill is a 45-year-old woman living in the West Midlands, originally from the north of England. She is married with two children (aged 14 and 12) and has a strong local support network through her children's activities. She was diagnosed with combined-type ADHD in March 2024, is awaiting an autism assessment, and is managing long COVID. Jill works part-time as a self-employed occupational therapist.

I enjoy tending my allotment and volunteering at a nature reserve twice a month, but most of my spare time is spent supporting my children's busy football and netball schedules, with my husband coaching and managing their teams.



Key themes

- ✓ Use of Brain in Hand
- ✓ Combining Brain in Hand with other digital apps
- ✓ Motivation and decision-making
- ✓ Emotional regulation and resilience
- ✓ Self-care

Use of Brain in Hand

Jill described using Brain in Hand across different activities, particularly for managing anxiety and receiving reminders for events. She often highlighted its role in helping during social situations and events, supporting her with feelings of overwhelm, meal reminders, and self-care. Within the first three months of the study, Jill reported feeling more motivated, better prepared to handle stress, and more aware of her emotions. She also noted that even when she didn't access the app directly, she could recall and apply the strategies she had learned.

Using the app

I noticed today and yesterday that I complete some tasks without needing to use prompts, motivators or Brain in Hand. For example, chose and prepared a meal, vacuumed the upstairs and sorted laundry out. Really pleased as all completed in a short space of time, which I would usually spend doom scrolling as waiting for the next thing e.g. school pick up, taking daughter to football. November diary entry

Jill also found the Brain in Hand coaching sessions valuable. These sessions provided space for self-reflection and collaborative planning, helping her manage responsibilities and set goals. For example, they focused on strategies to ensure she ate regularly throughout the day, which had become more challenging since starting ADHD medication.

Combining the coaching and app

Brain in Hand coaching session was really positive and useful, with time to reflect on recent events, create an 'unplanned' event and scheduling tasks (with goal of eating so reminders for this as I've not been eating much at all since taking meds but this can lead to headaches etc). Coaching session helped me see positive steps I've made and how to address ongoing challenges. In-depth interview

Motivation and decision-making

Throughout the study, Jill described experiencing challenges with staying on task and overcoming barriers to starting and completing tasks, particularly when motivation is low or anxiety makes progress difficult. Jill also experiences low energy due to long-COVID. Although her levels of motivation and productivity varied over time, Jill noted that Brain in Hand supported her in initiating tasks and that these habits were gradually becoming more embedded.

Self-awareness was also mentioned to be important for Jill to access support when necessary. Overall, there is an emerging sense of feeling more organised, dealing with procrastination more effectively, and improving productivity, both in personal life and at work.

Getting started on tasks

I've used Brain in Hand and few times as a prompt to help me get started / deal with stressful situation etc. I think as I'm more aware of my emotions and how I'm functioning (due to coaching sessions) this has helped me be more 'in tune' with how I'm operating so able to access the support when needed. In-depth interview

Using solutions

One of the things that comes up a lot in either the solution packs I've accessed or the 'unplanned events' is to listen to music and as a result I've started to create Spotify playlists to help (early days but sometimes I need calming music, sometimes reminiscent type, sometimes more upbeat etc). This has definitely helped as one thing I found was that I'd decide to listen to music. January diary entry

Combining Brain in Hand with other digital apps

Jill explained that using other digital apps alongside Brain in Hand helped her work towards her goals. For instance, she used a 'Spin the Wheel' app. The diary entry below illustrates how Brain in Hand can complement and work in synergy with these additional tools:

Combining strategies for motivation

I've found it hard this week to get things done, partly due to exhaustion and feeling under the weather. Whilst I've not consistently used the app, I have visualised this to help e.g. for the unmotivated solution pack there is a prompt to identify one small thing to get me started. Once I visualise this I then use the 'spin the wheel' free app which selects which task to start on.
January diary entry

Emotional regulation and resilience

Jill described situations such as shopping and attending work events as overwhelming. She explained how using Brain in Hand in the supermarket helped her manage these feelings, enabling her to continue with her shopping. Although she did not use Brain in Hand during a work event when she felt overwhelmed, Jill reflected that it could be a helpful support in similar situations in the future.

Using strategies in difficult moments

Whilst in the supermarket to get some items I felt overwhelmed. Not sure why as not particularly busy or noisy, and I had a list to keep me on track. Used Brain in Hand solution pack and prompt to go somewhere else. Didn't want to leave shop as needed items so took myself to corner of shop with makeup etc and no customers and just fake browsed until I felt OK to continue. Brain in Hand helpful as a guiding hand to get me through as otherwise I would've become more overwhelmed which could then have lasted for a few hours. November diary entry

Self-care and self-reflection

Jill shared that she was looking after both her physical and mental wellbeing through increased outdoor activities, attending more social events, and making time for self-care activities such as massages. There is a focus on taking a proactive approach to health, including medication management and ensuring nutritional meals. Alongside this, there is an emphasis on self-compassion, allowing permission to rest without guilt.

Making time for rest days

Today I have had a 'rest' day where I've given myself permission to do pretty much nothing. I feel refreshed as a result, and actually have achieved a lot despite me not intending to!
February outcome measure entry

Using coaching for self-reflection

[I] had a Brain in Hand coaching session this week which was really helpful both for prompting re self-reflection and creating action plan. I feel like I am becoming more aware of some challenges (e.g. time management / awareness) which is great as now able to create a plan to manage this. February diary entry

Becoming more reflective

Since starting Brain in Hand I feel I have become more reflective (more so due to coaching sessions but backed up by app) which helped me realised that this was a real issue for me that needed addressing and it was causing a lot of frustration but kept putting it off as didn't know where to start or what I wanted etc. In-depth interview

Goals and achievements

Jill shared three of her goals. Two were around exercise (exercising twice a week and going for a daily walk), another was setting aside dedicated time for work.

Jill shared her achievements since accessing Brain in Hand. She has experienced improved organisation and productivity at home and work due to a combination of the Brain in Hand app, coaching sessions, starting ADHD medication, and using other supportive apps. They've gained greater self-awareness, including recognising the importance of rest.

A major achievement was setting up a new mobile phone which is something she had been putting off for years. This now gives Jill easy access to essential functions and apps, replacing a slow, outdated device. Since starting Brain in Hand, they've become more reflective, particularly through coaching, which helped them recognise and address a source of frustration they previously avoided due to uncertainty about where to start.

Jill's Brain in Hand experience

Jill's BiH experience shows how digital tools combined with personalised coaching can improve daily life, motivation, and emotional wellbeing.

Using Brain in Hand alongside other apps helped her stay organised, manage anxiety, and break tasks into manageable steps, even on low-energy days. Coaching increased her self-awareness, supporting her to recognise emotions, plan ahead, and seek help when needed.

She also developed healthier self-care habits, balancing rest with activity, and reported feeling more productive and confident. Achievements such as establishing new routines and overcoming long-standing barriers boosted her sense of control.

Overall, Jill's experience highlights how coaching and digital support together can build resilience, improve organisation, and empower positive, lasting change.

Case study: Tracey

Managing health and supporting others

Tracey's case study explores the challenges of managing long-term health conditions while continuing to support others, highlighting the balance between caring responsibilities, personal wellbeing, and daily demands.

Tracey is 42, married, and has two neurodivergent teenagers (17 and 15) with ASD and ADHD, both experiencing mental health challenges. She has multiple physical conditions, including fibromyalgia, scoliosis, and chronic fatigue syndrome, uses a wheelchair when out, and is currently unable to work. She is autistic, has ADHD and anxiety, and receives 12 hours a week of paid care from her mum.

My life is a balance of creativity, family, and community work. I enjoy graphic design, reading, and running support groups with my roles as a school governor, and town chaplain.



Key themes

- Supporting others
- Managing chronic health conditions
- Creativity and hobbies
- Challenges integrating Brain in Hand into routine

Supporting others

Supporting others has been a consistent theme in Tracey's diary, particularly caring for her children and leading support groups. Despite the challenges of her own health, she regularly described making space to help her family, from providing care for her daughter to creating moments of quality time with her children. At times, she expressed frustration when her health limited her ability to do more, but despite this, she continued to support others.

As the months progressed, there was a gradual shift from focusing mainly on family responsibilities toward also engaging with broader networks, and supporting others outside the home. This shows how, even while managing her own challenges, offering support to others remained both a priority and a source of purpose, despite often feeling frustrated with lack of time to support and managing her own chronic health difficulties.

Running her support group

Getting up and getting to the venue where I run the fibromyalgia and ME support group. It was really hard to get going and be there today, but I did it. My mum and dad both came to support me today, which was really helpful as I didn't have to do much physically, and it meant there were other people available to talk to group members - it wasn't all on me. November diary entry

The need for rest

I just need some extra time and some (lots of) rest! I am tired of giving everything of myself for other people ... I have taken to sitting up in bed for hours during the night for the last few weeks, just so I can have some time for myself. April diary entry

Managing chronic health conditions

Tracey's chronic health conditions had a consistent impact throughout the study period, often leaving her fatigued, in pain, and struggling with daily routines. These challenges limited her independence at times, making tasks such as driving and getting up in the morning difficult. Tracey relies on a wheelchair when outside the home, which limits her independence, but by the end of the study period she was expecting delivery of an electric wheelchair that would greatly enhance it.

Living with chronic illness and the need for purpose

I'm so tired with my ME, in so much pain - more than I can even begin to describe, and yet I am still trying to do things. I WANT to do things. I want to be useful and feel like I have purpose and I make a difference to other people's lives. April diary entry

Finding motivation and increasing productivity

I am really struggling so much with my pain. It is really limiting what I can do, but also making it even harder for me to concentrate on anything - which is hard enough in the first place because of my ADHD. The combination of both make it pretty much impossible to focus or think straight or get anything productive done. Yet, I am always fighting it because I want to do things and be productive. Sometimes the fight exhausts me and I still have nothing to show for it. It's hard.
April diary entry

Creativity, hobbies, and self-care

These entries show a strong emphasis on intentional self-care and balance, with activities like coffee with a friend, reading, baking with her daughter, and enjoying sweet treats providing rest and pleasure outside of daily demands. There is conscious effort to avoid missing out on enjoyable events, such as fireworks by managing worries, and to use creative outlets when feeling overwhelmed. Social connections are nurtured through time with friends and asking for help, which has reduced pressure. However, challenges remain, including the mental and physical exhaustion of helping others, the strain of pushing through pain, and the need to stop tasks when responsibilities for others arise.



The finished 'Lego brick' cake. [My Son] loved it! Although it killed me, it made me really happy that he was happy, and I am proud of the achievement

Experience of Brain in Hand

Tracey found the Brain in Hand coaching sessions useful, but didn't find that the app was useful for her needs. This includes the check-in feature to monitor mood, solution packs to support users in challenging situations, and structuring of the app. Feedback around the Brain in Hand app are as follows:

Mood tags and traffic lights

The user explained that when using the traffic light feature, they find it difficult to express emotions due to Alexithymia, they added that the available tags do not reflect their needs and suggested either expanding the available options or allowing personalisation.

"When I press a traffic light, there are tags to record how I am feeling. As someone with Alexithymia, I struggle to identify/express emotions and feelings, and to find the right words to describe how I am feeling."

"I find that the options I need to use are not there – frustrated being the top of my list! I often feel frustrated by all sorts of things, but this option isn't there."

Solution packs

The user expressed that the current solution packs do not align with their daily life. They suggested expanding the selection or allowing users to create their own, ideally with support from a coach. While their coach mentioned that custom solutions could be added as "unplanned," the user noted that this categorisation feels inaccurate:

"As an autistic person, this is not accurate, as most of the things that I would enter here are not actually unplanned – they are very regular scenarios for me."

Logical structure of sections

The user found some existing categories illogical and emphasised that such organisation may cause confusion for autistic users, suggesting that the unplanned events section should be re-thought or re-named.

Changes to the Brain in Hand app

Traffic lights and mood tags

Recently, Brain in Hand has updated the way the traffic lights are framed. Instead of the traditional three options (Red, Amber, Green), there are now five choices available for participants with a focus on a 'check-in'. Feedback from our users highlighted that the traffic lights are used to reflect a variety of factors, not just mood. For example, some people use them to track their energy levels. To reflect this, the wording in the check-in has been made more open and flexible.

The mood tags have also been expanded, whereby users can add additional context to where they are and who they were with. This additional context has been implemented to make these check-ins useful in the moment, and for reflection for participants.

Custom solution packs

Users have provided feedback requesting to be able to create solution packs personalised to their specific needs and for the content creation process to be simplified. This change aims to allow greater flexibility and relevance, enhancing the overall user experience by making the solution packs more adaptable and closely aligned with individual requirements.

Users are now able to create their own solution packs. This change means there is greater flexibility in how our users create content in the app.

Tracey's Brain in Hand experience

Tracey's story highlights the complex balance between managing her own chronic health conditions while continuing to support others, both within her family and in the wider community. Despite ongoing pain, fatigue, and the challenges of ADHD and ME, Tracey remained committed to helping those around her, though often at the expense of her own rest and wellbeing. Over time, she began to recognise the importance of reclaiming time for herself, asking for help, and pacing her energy more intentionally.

Creative activities, social connections, and moments of self-care played an important role in maintaining Tracey's wellbeing, offering both emotional release and opportunities for joy. These experiences helped reduce feelings of overwhelm and encouraged her to seek support when needed.

While Tracey valued her Brain in Hand coaching sessions, she found aspects of the app difficult to use due to her autistic and ADHD-related needs, especially around mood tags, solution packs, and the structure of certain sections. Her detailed feedback contributed to improvements in the system, demonstrating the importance of user-led design, particularly for people with neurodivergent experiences.

Overall, Tracey's case reflects resilience, compassion, and a strong drive to help others while navigating significant health challenges. Her journey also underscores the need for flexible, personalised tools that adapt to users' real-life experiences, enabling them to manage daily demands in a way that supports both independence and wellbeing.



Holistic portrait: Charlotte

Finding Balance While Achieving Professional Goals

This holistic portrait looks at Charlotte's journey toward improved self-awareness and balance. With Brain in Hand, she developed strategies to manage fatigue, plan for demanding periods at work and home, and build confidence in her own coping skills while celebrating meaningful personal and professional achievements.

Charlotte is a mum to two teenagers, and is preparing to begin a PhD. She was diagnosed with autism four years ago and ADHD just over a year ago, and also lives with another mental health condition. She works four days a week as a peer support worker in adult eating disorders across Coventry and the wider county.

I am a newly published author. I enjoy learning Spanish, singing in a choir, and spending time with my family, and relaxing with books, crochet, or music when I need to recharge.



Key themes

- ✓ Self-awareness, self-reflection, and planning
- ✓ Social connection and support
- ✓ Reduced reliance on Brain in Hand
- ✓ Professional achievements
- ✓ Health, fatigue, and sleep
- ✓ Self-care, confidence, and independence

Self-awareness, self-reflection, and planning

Charlotte's diary shows a growing ability to pause and reflect on both challenges and achievements, building greater self-awareness over time. By noting when she was tired, stressed, or coping well, she was able to spot patterns in what helped and what made things harder. Brain in Hand supported this process by providing a structured way to record experiences and plan strategies, which helped her feel more in control.

Over the diary period, Charlotte shifted from reacting to challenges to thinking ahead, planning for busy periods at work, scheduling rest when needed, and preparing emotionally for potentially challenging days.

Self-reflection and being kind to herself

Despite really struggling with focus this morning, I stopped, logged how I was feeling in BiH, and used the prompt to remind myself that I've felt like that before and got through it, I put a note in against the prompt reminding myself that although I have times of hyperfocus where I get a lot done in a short amount of time, that I shouldn't expect that of myself all the time, that it's ok to have times when I'm working slower, when I'm distracted and start procrastinating and not to beat myself up for it ... That reminder to myself really helped. November diary entry

Using Brain in Hand for managing tasks

I think today is the first day I haven't cried this week. I've also given myself small tasks to do (including restful ones) which I put in Brain in Hand with reminders which has helped me structure the day a little and manage to do little things.

December diary entry

Social connection and support

Charlotte's diary records several positive experiences linked to social connection. She notes going to a friend's house for coffee and a chat, texting with her friends who provide support, spending time with her Aunt, spending quality time with her children, and having the support from her colleagues and manager when returning to work after a period being signed off. These moments are highlighted as positive despite the presence of challenges such as tiredness and feeling overwhelmed. Social contact appears as a recurring theme in her diary entries, reflecting its importance in her day-to-day life.

In addition to her own coping strategies, Charlotte also accessed professional support during the diary period. She noted attending counselling sessions, which provided an outlet to talk through challenges and gain structured support. This formed part of the wider network of strategies and resources she drew on to help manage her wellbeing.

Seeing a friend and feeling supported

I've got an amazing friend. She popped round late afternoon today, after I'd finished work, because she'd made too much coleslaw so wanted to give me a tub and gave me a Christmas present a day early, a book, because she saw that I'd posted about loving the Icelandic tradition of exchanging books on Christmas Eve. I'm going to hers at lunchtime tomorrow for Christmas and to stay overnight. She's a star. December diary entry

Seeking professional support

I'm proud of myself for reaching out to my counsellor and booking an additional session with her for this week. I feel supported by her, I know she's there for me and I was able to really open up to her over email in a way I couldn't speak directly. April diary entry

Recognising low mood

I haven't felt well today, I was very tempted to ask my daughter not to come round this afternoon but then recognised that that was actually a sign of me hiding away and isolating myself which I often do as my mental health declines. January diary entry

Professional achievements

Charlotte also noted significant professional milestones. These included the publication of her book, securing a fellowship, and progress with applying for a PhD and reaching out to potential academic advisors. These achievements stand out as key positives during the diary period, providing a sense of accomplishment and highlighting her ability to balance long-term goals alongside the pressures of daily work, and managing her mental and physical health.

Charlotte's manager and workplace were also supportive of the challenges she was experiencing with her mental and physical health during the period, assessing the times of absence threshold, and speaking with her about reasonable adjustments in the office environment. A coaching session had also supported Charlotte to self-reflect and consider her achievements.

Succeeding in work

I booked today off work knowing that having worked mon-wed this week I would be exhausted and need to rest. I was right and I'm really glad I had today to chill and turn it into a long weekend. I had a coaching session yesterday and was able to recognise that I've actually done really well this week. A combination of things have really helped me - my manager being really understanding. January diary entry

Career progression

I found out today that I've been accepted for a career development fellowship with the NIHR starting in March ... I am over the moon that I have got this opportunity and can spend 2 days a week for a year dedicated to creating a PhD proposal to look into community eating disorder treatment for autistic individuals, my absolute passion. December diary entry

Health, fatigue, and sleep

Charlotte's diary highlights ongoing challenges with her health and energy levels. She frequently reported debilitating headaches, illness (including a chest infection), and general tiredness, which often affected her ability to cope with daily demands. Fatigue was a recurring theme, with entries noting exhaustion and the impact of busy schedules. Sleep difficulties, including waking early and being unable to return to sleep, also featured in her reflections.

These challenges were consistent across the diary period and often linked to wider challenges in managing work and social interactions. Charlotte shared that Brain in Hand was useful to recognise the pattern of where she was feeling drained, but equally recognise where she was managing well. There were times in the later months of the diary study (January onwards) where Charlotte would take annual leave to recover from busy working days.

Tracking the positives

Brain in hand has been really helpful to get me to recognise the pattern, but also to recognise where I'm doing well. Using the 'try to tell yourself one positive thing' and then going into my timeline and adding the positive thing as a note has really helped me to see where things are actually going well despite how I feel, and keeping a record of the positives that I can read back too. October diary entry

Reduced use of Brain in Hand

Charlotte engaged with Brain in Hand throughout the diary period as a way of recording experiences, reflecting on challenges, and identifying coping strategies and solutions. Over time, her entries show that she began to rely on the system less frequently, particularly during periods when she felt more stable and in control. This reduced use reflects a positive outcome, as it indicates growing confidence and independence in applying coping strategies without needing to record them as often. Brain in Hand remained a framework she could return to when needed, but her decreasing reliance highlights the longer-term benefit of skills transfer, where strategies become part of everyday life.

Use of Brain in Hand

I haven't used Brain in Hand so much this week, and what I have logged has been positive. What I have noticed though is how much more I'm looking out for myself, recognising what I need at each moment and being able to act on it and look after my own needs without necessarily needing to use the app to look up suggestions. I'm really pleased that I'm starting to manage this for myself! January diary entry

Self-care, confidence, and independence

Across the diary period, Charlotte recorded a number of positive experiences linked to self-care and independence. She noted the benefits of spending time outside, taking opportunities to rest when unwell, and reading as a way to unwind. Holidays and travelling were also mentioned, providing a change of pace and something positive to look forward to. These activities supported her confidence in managing day-to-day life and demonstrated her ability to engage in strategies that helped maintain balance and wellbeing.

Confidence to go on holiday

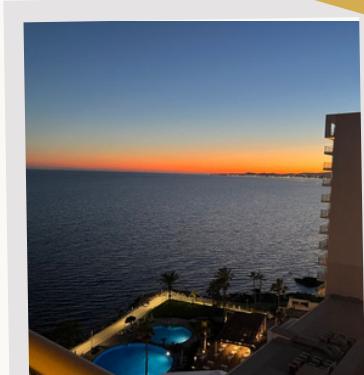
I booked this holiday knowing that I would need something to look forward during the dark cold month of January ... I'd never have had the confidence to do this even two years ago, to go away on my own, to a different country, to a hotel on my own. But I'm so much more confident in myself now, I don't need someone else with me anymore, I can just be me, and be happy. February diary entry

This photo shows me sitting on a bench near a reservoir on a beautiful sunny day reading journal articles on autism and eating disorders. I'd made an impromptu decision to take my office outside for a few hours!

Over the six-month period, scores in the outcome measure task increased from 7–8 in the first three entries to 9–10 in the final three. Her entries demonstrate growing consistency in mindful self-care, intentional planning, and adapting to personal needs. Restorative activities such as crafting, music, reading, films, cooking, and walking are regularly scheduled, often using Brain in Hand to protect time for relaxation. She shows good awareness of her health and energy levels, taking appropriate steps when unwell and using strategies such as earplugs for sensory comfort. Social connections are maintained through time with family and friends and by seeking help when needed. Despite challenges with work attendance, she remains committed to balancing responsibilities with meaningful self-care.

Spending time outside to maintain focus

I came out into the garden to read for a bit when I needed to change my focus , it was still work/ study, still something I needed to do, but enabled me to have fresh air and a change of scenery while doing it. April outcome measure activity, self-rated score of 10



The beautiful sunset from my balcony! How could it not make you smile!

Changes over time

Managing difficult situations

These entries reflect a period of actively managing health, work, and social demands while maintaining self-awareness and seeking appropriate support. There is a strong focus on adapting to challenges such as illness, poor sleep, exhaustion, and the demands of major events like graduation, with strategies including work adjustments, being signed off work, and pacing responsibilities. Brain in Hand is used to plan days effectively, and support is sought from friends, counselling, occupational health, and medical professionals.

Work is approached with boundaries, attending the office only when needed, and managing the transition back after time off, including during busy or challenging training days. Social connections remain important, though often draining, and creative outlets like crafting help provide balance. Self-advocacy is clear in standing up for medical needs and prioritising personal well-being alongside fellowship responsibilities.

Engaging with a goal

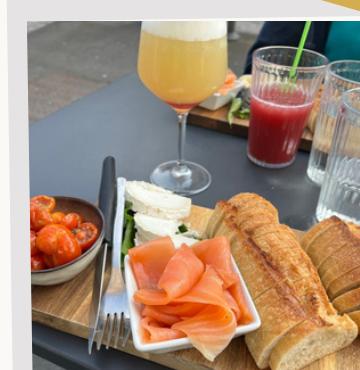
These entries highlight a balance between personal achievements, self-care, and intentional planning. Social and leisure activities such as choir, walking, baking, and creating a sensory space are combined with significant milestones, including sharing the news of a book publication, graduation, completing a fellowship application, and applying for a PhD. Consistent self-care routines like eating three meals a day and resting are supported by tools such as Brain in Hand for scheduling enjoyable activities and chores. There is an increasing focus on prioritising personal needs over others' demands, as well as allowing support from others and letting go of some control. Practical organisation is evident in tidying the house and managing time effectively.

Progressing in her field of interest

I've taken the first proper step towards being a researcher in autism and eating disorders!!! That's a HUGE dream of mine that looks like it might actually happen!!! March outcome measure activity

Planning the day to make time for hobbies

Yesterday I had the day off and used Brain in Hand to plan my day to do a combination of small jobs that needed doing, and things that I enjoy. As a result, I actually did some painting for the first time in over a year which I really enjoyed. March outcome measure activity



A wonderful French meal when everywhere was crowded and we found a little cocktail bar on a side street with a spare table outside! The sort of spontaneity of eating that I wasn't able to do for so many years but really enjoyed this holiday!!

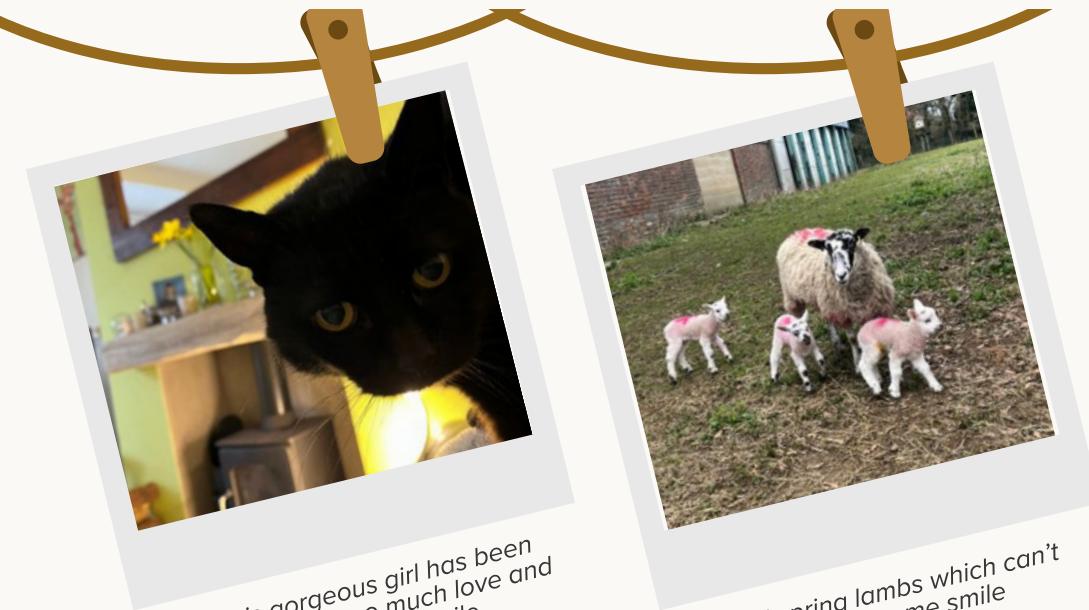
Charlotte's Brain in Hand experience

Charlotte's diary reflects a significant journey toward greater self-awareness, confidence, and balance in her daily life. Over the six-month period, she moved from reacting to challenges in the moment to planning ahead, setting realistic expectations, and pacing herself more intentionally. Brain in Hand played an important role in helping her notice patterns, record achievements, and stay grounded during difficult moments, while her reduced reliance over time shows growing independence and trust in her own coping strategies.

Social connection emerged as a crucial support, with friends, family, colleagues, and counselling sessions helping her navigate periods of fatigue, overwhelm, and autistic burnout. These relationships, along with her own developing self-reflection skills, provided emotional stability during demanding phases at work and home.

Charlotte also achieved a number of professional milestones, including publishing a book, securing a fellowship, and progressing toward a PhD, demonstrating her resilience and ability to balance ambition with self-care. Despite ongoing challenges with health, sleep, and energy levels, she increasingly prioritised rest, recognised what her body needed, and celebrated small wins.

Her diary shows a growing sense of independence, from booking solo travel to creating comforting routines that support wellbeing. Overall, Charlotte's experience highlights the power of structured reflection, intentional self-care, and meaningful support networks in helping her thrive while managing the complexities of autistic and ADHD life.



This gorgeous girl has been showing me so much love and making me smile.

Beautiful spring lambs which can't help but make me smile

Holistic portrait: Hayley

Managing Uncertainty and Wellbeing During Significant Life Pressures

This holistic portrait focuses on Hayley, who experienced challenges during the study period. She drew on support from her husband, engaged in hobbies, and prioritised downtime where possible to help manage these pressures. Hayley also used Brain in Hand to structure her workdays and implement strategies to support her during more difficult times.

Hayley is a clinically diagnosed autistic person who also experiences anxiety and is awaiting an ADHD assessment. She works full time, in a software engineering team on secondment and lives with her Husband and cats. She maintains a routine to support her wellbeing, including planning around weekends and daily activity, and balances work with managing her mental health and staying connected with her family.

I enjoy creative and calming activities like diamond painting, gaming, tarot journaling, and photography, as well as staying active through walking and strength training.



Key themes

- ✓ Managing relationships
- ✓ Downtime outside of work
- ✓ Health and wellbeing goals
- ✓ Managing low mood and burnout
- ✓ Using Brain in Hand

Managing relationships Work

Hayley faced several challenges at work during her secondment, where she was learning new skills and adapting to unfamiliar coding tasks with support from a workplace trainer. As her understanding grew, she began to feel more confident and a greater sense of achievement.

However, uncertainty about when the secondment would end, and the possibility of returning to her previous team where she had experienced bullying, caused ongoing worry. She also encountered difficulties in her relationship with her line manager, who at times provided unclear instructions, making tasks feel more challenging.

Managing negative feelings at work

Challenging experiences is everything with work. I'm not getting the training I need, I have said several times I'm stuck, I'm guessing, I don't know how to fix things, and I'm not getting the time allocated to me to go through everything that I don't get ... I managed to fix a couple of things, I'm going to attempt to keep fixing some bits and pieces and see if I can get anything returned. But yesterday I was ready to give up, I even looked at vacancies but I was in such a low mood I couldn't even convince myself I would be able to apply for anything. March diary entry

Managing feeling unwell at work

Yesterday I felt really ill, to the point I was going to call in sick, but I didn't, and I'm glad I didn't. I did crash at 12 but I did make some progress with coding which I'm happy about. April diary entry

Managing relationships Family

Hayley described ongoing challenges in her relationship with her mother. Over the diary period, she worked on setting clearer boundaries, both by limiting the length of their phone calls and by maintaining boundaries during in-person visits. Her husband played an important role in supporting her with this and also helped with productivity at home by body-doubling when she needed to focus on work tasks.

Setting boundaries

I have realised when dealing with my mother it is best to be around [husband] so my energy doesn't spiral being "on my own" talking to her. I stayed in control, I maintained boundaries, and I actually enjoyed my evening a lot more than I would have done.

July diary entry

Managing relationships Work commitments

Hayley joined the leadership team for her workplace's disability champions group, contributing to its development by helping establish the group and creating a webpage to encourage wider participation. The group aims to support positive cultural change, and much of the work took place outside her normal working hours, adding to her responsibilities. Hayley sometimes felt guilty about falling behind on tasks, although this was largely due to other priorities and external pressures limiting the time she could dedicate. As the group developed, she also found it challenging at times to understand the expectations of her role and to work with new members whose approaches or perspectives differed from her own.

Succeeding at work

Had nice feedback from my boss regarding some feedback I had from HR regarding my work on Champions. April diary entry

Downtime outside of work Hobbies

When Hayley had downtime, she typically spent it gaming or 'diamond painting', two hobbies that featured regularly throughout the study period. These activities helped her switch off after work and manage difficult moments. At times, she also expressed guilt and frustration about not having enough downtime to engage in her hobbies or make the progress she hoped for with her diamond painting.

Prioritising self-care

I made sure at the weekend I prioritised myself, and its debatable whether I should have done that or not really. But I really needed it. I did a lot of diamond painting to help settle me, I even did some gaming. March diary entry



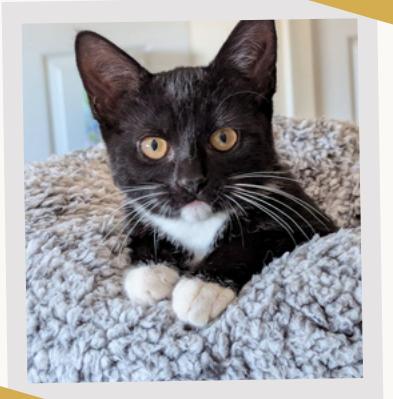
Diamond painting all finished

Downtime outside of work Housework and caring for pets

Hayley regularly shared feeling stressed about maintaining her housework and struggling to stay on top of routine tasks.

She was also caring for several indoor cats, including a newly adopted kitten whose arrival required careful integration into the home.

During the study, her eldest cat sadly passed away, which significantly affected her ability to cope at an already challenging time.



Our rescue girl - unplanned but much loved

Keeping up with housework

There is still a lot to do with the house which I am somewhat annoyed at myself for, but again, I am acknowledging it is better than the day before and I did the important job (hoovering) to ensure I keep on top of everything. I noticed the hoover was less full after doing the whole house today so I feel quite confident that it is getting better. February diary entry

Health and wellbeing goals

At the start of the study, Hayley shared that her doctors had raised some health concerns, including being within the range for diabetes. She felt that her elevated levels were partly linked to the significant stress she had experienced due to workplace bullying. As a result, Hayley set herself health and fitness goals, making sure she met her daily step count and, at times, incorporating extended fasting into her routine. She made steady progress toward these goals, allowing herself planned breaks without feeling she had completely lost momentum. However, during periods when her mood was low or her energy levels were depleted, she found it harder to maintain these habits, which sometimes left her feeling guilty.

Managing low energy and fitness goals

The main issue again is my energy ... this morning I have done more steps than I have for weeks - I'm on 8.5k which is much more inline with what I would normally be at, so I am hoping to build on that. April diary entry

Managing low mood and burnout At work

At the start of the study, Hayley was experiencing meltdowns and shutdowns related to being in the office. As the study progressed, her main challenge shifted to uncertainty about whether she would remain with her current team at the end of her secondment or be required to return to her original team, where she had previously experienced bullying. This uncertainty brought mixed emotions: her former role was less demanding, which made the idea of returning appealing in some ways, but it was also the environment where she had faced significant negative experiences.

Uncertainty at work

Work is still up in the air ... I have no idea what is going on and it is all still likely to change. But I am recognising this is out of my control, is not a reflection on me, I am putting plans in place for different scenarios, and I will try to stay grounded. June diary entry

Managing low mood and burnout Caring for her cats

Hayley went through a particularly difficult period during the study when her eldest cat passed away, which had a significant impact on her mood and left her feeling very low and drained of energy. This loss occurred while she was still integrating a new kitten into the family, adding further emotional strain. Combined with the ongoing demands of work, managing her relationship with her mother, and other life pressures, this created an especially challenging time for her.

Use of Brain in Hand

Hayley accessed her coaching sessions during the study period. In the early part of the diary study, she spoke to her coach about her current work situation, they came up with some practical next steps to regain some control in her current situation.

Coping with negative thinking

I suppose my challenges was really negative thinking, either the meeting was going to go bad, or I couldn't do something and that will take me working on some self belief to stop, which I hope to work on with my coach. February diary entry

Hayley used her coaching sessions to deepen her understanding of how to make the most of the app. She found the diary feature particularly helpful on the web version, using her laptop to plan out her daily schedule. Having a dedicated space to organise her day, separate from her work diary, felt especially valuable. Hayley also made use of the unplanned events section to develop strategies for managing challenging situations.

Progressing with work projects

I was very stuck on the coding and my mind just couldn't "see" what I needed to do. I realised I was catastrophising and wrote a list of everything, and then thought to myself realistically "what can I do about it" for each point ... I calmed down and managed to make some progress with the coding. I added this as an unplanned solution to my Brain in Hand app. February diary entry

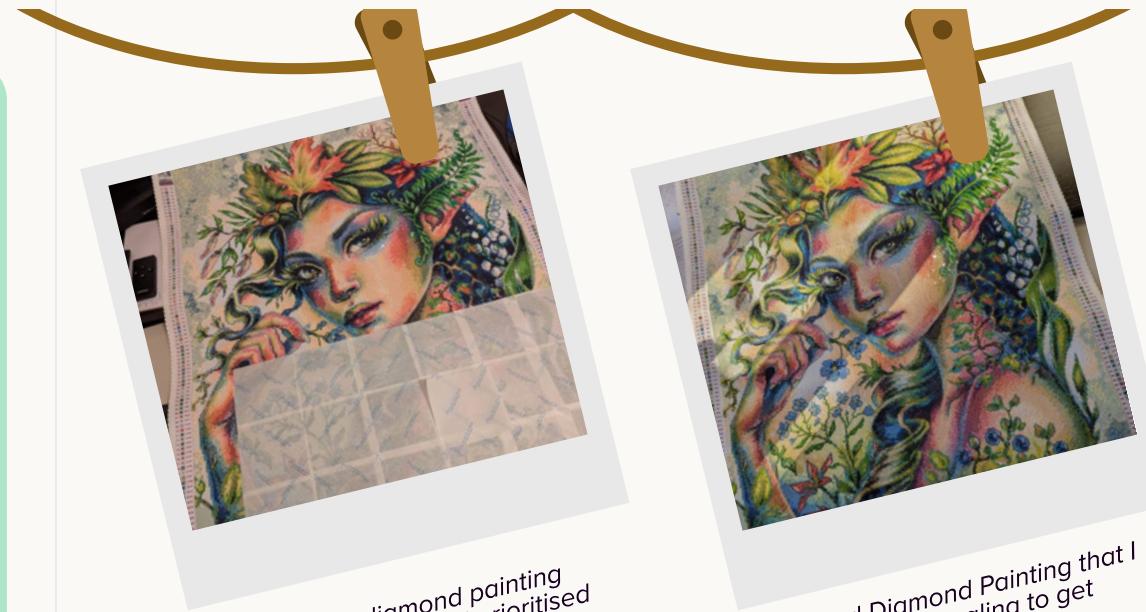
Hayley's Brain in Hand experience

Throughout the study, Hayley navigated significant personal and professional pressures while working to maintain her wellbeing. Her secondment brought uncertainty, new skills to learn, and inconsistent support, which affected her confidence and created anxiety about possibly returning to a previous team where she had experienced bullying.

At home, she balanced household responsibilities, set boundaries in a challenging relationship with her mother, and managed the demands of caring for several indoor cats. The loss of her eldest cat had a major emotional impact, occurring alongside the integration of a new kitten and adding to an already difficult period.

Despite these challenges, Hayley spent time on hobbies like gaming and diamond painting to unwind and support her mood, although she often wished she had more time for them. She continued working toward her health goals, such as maintaining her step count and fasting, though low mood and depleted energy sometimes made routines harder to sustain.

Brain in Hand's coaching sessions and tools, particularly the diary and unplanned events, helped her organise her days, understand her thinking patterns, and develop strategies for managing overwhelm. Across the study, Hayley showed persistence and increasing self-awareness in the face of competing demands.



This is my diamond painting progress and shows I prioritised downtime and rest, doing my hobbies.

Completed Diamond Painting that I had been struggling to get through.

Hayley's experience shows how workplace uncertainty, family dynamics, and personal stressors can disrupt routines and wellbeing. Yet her journey also demonstrates the value of structured support and practical strategies in helping manage these pressures. Through Brain in Hand, she strengthened her planning, gained tools to manage difficult moments, and found ways to stay grounded during periods of low mood and fatigue. Despite the challenges she faced, Hayley continued to prioritise her needs, maintain boundaries, and engage in meaningful activities, highlighting resilience and the importance of supportive systems during complex life phases.

Holistic : Helen

Supporting others while maintaining health goals and home renovations

This ca follows Helen who used Brain in Hand to support day-to-day wellbeing and routine-building while maintaining health and fitness goals, caring responsibilities, and home renovations.

Helen is 61 and lives with her two cats. She suspects she may have ADHD and is currently on the waiting list for an assessment. She is the main carer for her 86-year-old mother, providing daily support and remaining on call around the clock, which means she stays close to home most of the time. Alongside her caring responsibilities, she maintains an active lifestyle and regularly visits her daughter in Birmingham.

I enjoy keeping active by going to a fitness club, walking with friends, taking part in social clubs and outings, visiting my daughter in Birmingham, and spending time working on home renovations.



Key themes

- Routines and supporting others
- Physical health and fitness goals
- Managing energy and getting started or completing tasks
- Using Brain in Hand coaching and app for organisation
- Socialising and spending time with others

Responsibilities and supporting others

Sticking to daily routines varied across the study period. This was often related to eating meals, going to fitness classes, or sticking to a morning routine. Helen entered a morning routine checklist and solutions into her Brain in Hand to support with this. Alongside her routines and daily life, Helen spent her time to supporting her mother, which could be both emotionally demanding and time-consuming. This caring role often shaped her days and required her to be adaptable when plans changed.

Managing routine

Having a routine is my big challenge- I'm working on that in a big way for me. I had dinner and cleared away - going upstairs with a tidy downstairs by 7.30. I've been reading before sleep rather than tv binging. My sleep seems better and I have more energy in the morning. Solutions in Brain in Hand events is helping me to monitor what I'm doing. January diary entry

Caring for her Mother

It's been a challenge keeping mum calm. The carers have asked for a daily plan ie meal plan something I've wanted to do for myself for some time!! I've ordered magnetic meal plan boards and a big white board for mums. Might as well do it for both of us. I'm going to give it a good go anyway. January diary entry

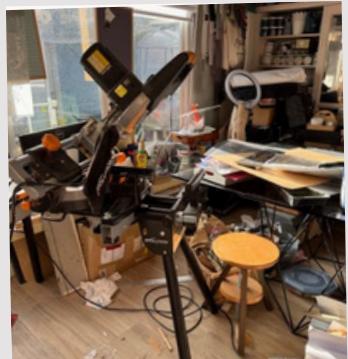
Physical health and fitness goals

Helen often recorded in her diary that she was attending fitness classes more regularly over the course of the six-month study. Early entries noted that she was recovering from surgery and gradually reintroducing exercise into her routine. Throughout her diary, Helen frequently highlighted the positive impact of movement and the sense of achievement it brought her. Fitness classes also provided a valuable opportunity to decompress from her responsibilities and spend time on her own wellbeing.

While these classes were consistently described as a positive part of her day, Helen found it more challenging to maintain regular, nutritious eating habits which was an important goal she was working towards.

Attending fitness classes

5th gym class this week and morning walks every day so far
I'm really going for it ... Exercise was a challenge but I took the challenge as I need to re-energize myself and start my day positively. November diary entry



I will reclaim my happy place in the sunshine



Not been here in a long time

Using coaching for health goals

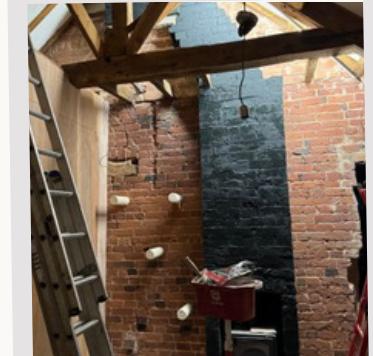
In my [coaching] sessions, we decided that the first thing to focus on was having better regularity of meals and thinking about what I'm eating by tidying out the cupboard and being able to be more mindful about that. In-depth interview

Managing low energy and getting started or completing tasks

Helen often mentioned that she found getting started on tasks difficult due to low energy. There was a shift in this once she had begun her ADHD medication in the later months of the study. One of the big projects Helen was working on was the renovation of her third bedroom into a snug, her outdoor studio, and decluttering her house, regularly sharing updates on the progress.

Increased energy

Since starting my medication I have been much more focused and not fallen asleep in the day. This has resulted in progress in decluttering a bedroom and creating an office area - well it's nearly there! May diary entry



Chimney breast all painted now

Using Brain in Hand for organisation

Helen shared that she used Brain in Hand to support her with organisation across the diary study period. Around December-January time, Helen shared she found being out of her normal routine difficult due to festivities taking place. As previously shared, Helen used Brain in Hand to support with her morning routine and scheduling events like socialising or exercise classes. Helen found her coaching sessions useful to have an 'action plan' to implement between sessions.

Using Brain in Hand to meet health goals

It was challenging to go to the fitness class but I went thanks to it being scheduled in Brain in Hand. I was glad I went seeing my friends and challenging my fitness. November diary entry

Using coaching to create a plan

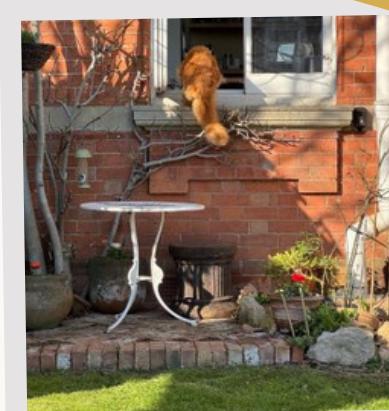
The key to keeping on going is coaching ... I spoke to my coach about this and this is what I have planned now and these are the things that I'm going to do. So it's nice that you know the aim of coaching is to kind of come away with steps and like a bit of an action plan almost of what you're going to do. So it's great to see that. In-depth interview

Socialising and spending time outdoors

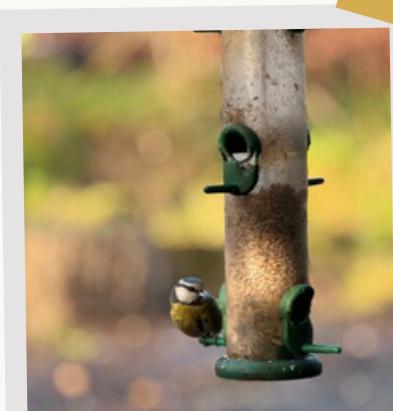
Helen often wrote about making plans with her friends or daughter, whether attending a car club, spending time in cafés, or enjoying time outdoors or in her allotment, or garden with her cats. These social and recreational activities were positive experiences for her and gave her something to look forward to amid her various responsibilities.

Socialising at her car club

I was so pleased to get an award at the car club Christmas meal As the most enthusiastic new member !! Got hat gloves and choc egg and a card that said I am a star. December diary entry



Tiggi stayed close



The hide is peaceful and relaxing And the walk there and back is good clearing my head time

Helen's Brain in Hand experience

Helen's diary charts a steady journey toward greater structure, wellbeing, and confidence in managing daily life alongside significant caring responsibilities and home renovation projects. Across the six-month period, she worked to build more consistent routines. Brain in Hand played a role in helping her plan her days, particularly morning routines, and stay accountable, while coaching sessions offered clear action steps to support with organisation and routine.

Physical activity became a strong positive theme, with Helen attending fitness classes more regularly, and celebrating the achievements these brought. Maintaining healthy eating patterns was more challenging, though she explored strategies to improve this through coaching. A turning point came when she began ADHD medication, leading to increased focus, reduced daytime fatigue, and progress on tasks such as decluttering and transforming parts of her home into spaces she could enjoy again.

Alongside these personal goals, Helen continued to support her mother, adapting her plans as needed and introducing tools to help bring more structure to their shared routines. Social connections and time outdoors, whether meeting friends, attending car club events, or spending peaceful moments in her garden, provided valuable balance throughout the study. Overall, Helen's experience reflects resilience, growing organisation, and a renewed sense of energy, supported by structured tools, coaching, and meaningful daily activities.



[No caption provided]

Feeling put together

Summary and Key Insights

This diary study offers a rich, longitudinal view of how individuals experience daily life during their first six months using Brain in Hand. Through diaries, outcome measures, and personal reflections, participants shared moments of challenge, progress, pride, and growth. Together, these accounts provide valuable insight into how support tools interact with real-world contexts over time.

Participant Experiences Over Time

Across the case studies, several key patterns emerged in how participants described their experiences. Many reported improved self-awareness, increased confidence, and a growing ability to plan, reflect, and adapt to challenges as they progressed through the study period. Participants often reflected on developing a better understanding of their needs, triggers, and strengths, which supported more intentional decision-making in daily life.

For some individuals, Brain in Hand remained an active, daily support throughout the six months. For others, its role shifted over time as strategies became internalised and independence increased. This reduced reliance reflects a positive outcome, demonstrating skills transfer and growing confidence rather than disengagement from support.

Changing Use of Support and Skills Transfer

The diaries illustrate that engagement with Brain in Hand was not static. Participants described adapting how they used the app depending on circumstances, confidence levels, and changing priorities. In several cases, participants reported drawing on strategies learned through Brain in Hand even when they were using the app less frequently, highlighting the longer-term impact of the support provided.

This flexibility underscores the importance of tools that can evolve alongside users, supporting both immediate needs and longer-term development.

The Role of Coaching

Coaching sessions were consistently described as a valuable component of participants' support. Participants highlighted coaching as providing a safe, non-judgemental space for reflection, problem-solving, and goal-setting. Having dedicated time to talk openly about challenges helped participants feel heard, understood, and supported.

Coaches supported participants to break tasks into manageable steps and develop personalised strategies that felt realistic and compassionate. Where the app was used alongside coaching, participants often reported greater clarity, motivation, and emotional regulation, suggesting that the combination of digital tools and human support was particularly effective.

Wider Life Context and Wellbeing

The diaries also highlight the complexity of participants' lives beyond their use of Brain in Hand. Caring responsibilities, physical health conditions, work pressures, uncertainty, and major life events all shaped how individuals engaged with support and managed their wellbeing over time.

Alongside these challenges, creative activities, hobbies, social connections, and intentional self-care emerged as important protective factors. These elements supported resilience, balance, and emotional wellbeing, reinforcing the importance of recognising the broader context in which support tools are used.

Feedback and Service Improvement

Participants' feedback also surfaced areas for improvement. Insights related to accessibility, personalisation, and app structure were shared with the product team. Alongside similar feedback from the wider user base, this input informed subsequent changes to Brain in Hand.

This process reinforces the value of user-led design and ongoing learning, ensuring that services continue to evolve in response to lived experience.

Overall Conclusions

Overall, this study demonstrates that there is no single pathway to support. Brain in Hand functioned in different ways for different people, adapting to individual needs, preferences, and circumstances over time.

The findings underscore the importance of flexible, personalised tools combined with human support. Together, these elements can empower users to navigate challenges, build confidence, and create meaningful, sustainable changes in their daily lives.

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