



Amy's Support for Mary: A Journey to Improve Emotional Health and Wellbeing.

Community Gateway stories

August, 2026

Mary is a 68-year-old lady who lives alone in a small town in West Cornwall. She faces a chronic health condition, has limited mobility, and is finding it difficult to make ends meet. A month ago, Mary was referred to the Community Gateway outreach team by her GP – the GP was deeply concerned with her wellbeing and financial situation.

During our initial conversation, Mary explained that she needed help with a range of home administrative tasks. Mary had unpaid bills, needed to make calls to claim for recent storm damage to her property, and had many other responsibilities piling up – she didn't know where to start. After a recent hospital stay, her health issues had worsened, which prevented her from speaking on the phone, leading to a growing list of tasks that she wasn't able to get on top of. Feeling overwhelmed by everything that had accumulated, Mary was anxious and unsure about where or how to start – Mary was increasingly worried about her financial situation. Additionally, she had been without a washing machine and dryer for over a year, leaving her unable to wash and dry her clothes.

Reaching out and listening to Mary

Amy, our Gateway Outreach worker, took the time to listen to Mary's needs, and together they began addressing a list of areas where Mary required support. By helping Mary prioritise which tasks to tackle first, Amy began building a strong rapport and trust. With her guidance, they successfully completed every outstanding task, all of which had previously affected Mary's sense of safety, confidence, and wellbeing in her home.

- ***Amy assisted Mary in paying her water bill and applying for compensation due to prolonged disruptions.***
- ***She also empowered Mary to gain digital confidence, enabling her to settle other overdue bills.***
- ***The next step was to help Mary organise the repair of her washing machine and tumble dryer through her insurance.***





"Thank you so much for your support, I'm not so worried, anxious, or stressed. I am seeing things clearer."
Mary

Amy encouraged Mary to contact her house insurance to initiate a claim for storm damage. Additionally, Amy helped arrange for a surveyor to assist with this insurance claim, supporting Mary every step of the way. The final urgent task involved helping Mary reach out to BT regarding issues with her phone line, which had been making her feel unsafe at home. To ensure long-term support, Amy also provided Mary with information about local gardeners, and [Active Living Support](#) to help with household tasks, should she choose to seek further assistance in the future.

The impact of Community Gateway

Before the Gateway had a chance to speak with Mary in person, she was experiencing feelings of anxiety, overwhelm, and financial insecurity. Living in a house with storm damage, she lacked basic necessities such as a way to wash and dry clothes and a reliable telephone line. Additionally, Mary had developed a mistrust of local services.

This situation, combined with several unpaid bills, placed Mary in a precarious position, living in unsafe conditions and feeling anxious about where to begin while accumulating debt. With Amy's support, these issues were addressed, enabling Mary to gain confidence, independence, and resilience. As a result, the risk of escalating financial, social, and emotional vulnerability for Mary has significantly diminished, making it less likely that she would require statutory services.

We have also initiated discussions about options for further support aimed at helping Mary connect with local groups, activities, and people in her community. This marks the beginning of a strong social network that can assist Mary moving forward. Mary is reassured knowing that the Community Gateway is always available should she ever need our assistance again.



01872 266383 | welcome@kernowgateway.org.uk | 8am to 8pm

