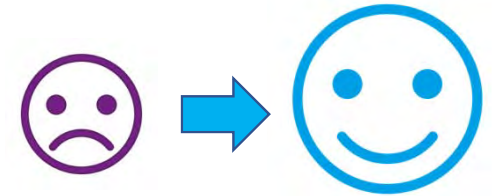


Client Story 1

Situation	Male 65 – Recent discharge from hospital due to severe back pain. Had been in hospital for several months and had built up debts and was in arrears. Lived on his own. Nothing further that could be done medically
How they accessed the service	Referred by GP via email
What they wanted to do	Support addressing letters and contacting gas, electricity, phone companies Support to apply for Benefits (including attendance allowance) Support to find shopping and cleaning companies Attend an Activity to improve mobility
What we supported them with	Assistance to sort out bills: Letters and phone calls Referred to DWP Home Visiting Service Explored various options for paid for services Provided a range of different options for Pilates and transport to and from the class
Outcomes	Agreed Payment plans for Bills Granted Attendance Allowance Once weekly personal assistance to help with shopping and cleaning Attends weekly Gentle Pilates Class - affordable transport via a Taxicard



- ✓ **Afford more of what I need**
- ✓ **Get Out and About**
- ✓ **Look After my Home**
- ✓ **Meet People - Connectedness**
- ✓ **Manage Spending**
- ✓ **Make my own decisions**

Client Story 2

Situation	Female 42, carer for her mother who recently passed away. Anxiety & Panic Attacks, Loss of identity, housing and life interests.
How they accessed the service	Was previously with Age UK Islington's Carer's Service and we were following up with a phone call to find out how she was doing.
What they wanted to do	Talk about her Bereavement and Loss – both for her mother and her sense of role in life. Get some help with Benefits and Finances Support with Rehousing Look at Volunteering Options
What we supported them with	Referred to the Islington Bereavement Counselling Service Supported with appeal for ESA Supported with housing bidding process. Connected to volunteering opportunities and Peer Coach mentor program.
Outcomes	Receiving counselling to deal with bereavement. Supported in benefits claim, has now moved to a one bed flat, is now training as a peer coach mentor, panic attacks seem to have stopped.



- ✓ **Get the support I need**
- ✓ **Have more money coming in**
- ✓ **Have my own home**
- ✓ **Afford more of what I need**
- ✓ **Be less anxious**
- ✓ **Follow my interests**