

## Client Story 1

<b>Situation</b>	<b>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</b>
<b>How they accessed the service</b>	Referred by GP via email
<b>What they wanted to do</b>	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
<b>What we supported them with</b>	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
<b>Outcomes</b>	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**