



# CLIENT STORIES

**BELOW ARE EXTRACTS OF CLIENT STORIES COMPLETED BY OUR WELLBEING OFFICERS.**



*'The client is 67 years old, she lives alone in a sheltered accommodation flat in Halton which she has only been in for 3 months. Her husband passed away 2 years ago and she suffers with depression and anxiety.*

*The client called in to the office very upset and feeling down, she stated she is very lonely and feels depressed, sometimes she just wishes she was with her husband. She then just asked for some help. She also mentioned she has to sleep with her windows open due to her health issues but is petrified someone will break in as she's on the ground floor but no one in the housing seems to care.*

*I listened to everything the client had to say and asked her if she would like to me contact her GP and housing association on her behalf. She said yes. I asked if she has been offered bereavement counselling and she said yes but its taken them nearly 2 years to offer her this and she feels "its too little too late". I also asked if she would like me to do a benefit check for her which she said yes, so this was done whilst she was in the office. I told her about the groups and activities AUKMM run. The client said she would be interested in coming to the coffee and chat on a Friday but she struggles walking so said she would make it if she could.*

*After the client had left the office, I called her GP and spoke to the receptionist, explaining how low in mood she was feeling. The receptionist said she would mark this as urgent and pass it on to the GP. I also called Halton Housing. The call handler from Halton Housing said she would speak to the manager at the sheltered accommodation to ask if locks could be fitted on her windows.*

*The following day I called the client back to see how she was feeling. She said her GP has called her and they discussed her medication and a plan for the future with regards to her medication / counselling etc. She also mentioned Halton Housing had been out that morning and fitted some window locks for her, which will enable her to keep her window open of a night and hopefully settle her anxiety. The client was happy with this outcome.*

*Later that week the client came to the Coffee & Chat group on the Friday morning.'*



**📷 A photo from our Coffee and Chat group at Runcorn**



*'KD lives alone and has recently turned pension age. She worked up until she was close to pension age in a job she loved, but had to leave due to ill health last year.*

*She suffers with COPD, bronchiectasis and long Covid. She has been struggling financially and has been feeling low due to this.*

*KD came into the office to ask for a number for someone to come and look at her gutters. Whilst being screened it was clear that KD was struggling. She spoke to a Wellbeing Officer about her situation. A benefit check was completed and attendance allowance discussed.*

*The Wellbeing Officer booked her in to fill out an attendance allowance form with her the following day, to give her time to gather the information needed to complete it. She was happy with the form and the Wellbeing Officer posted it off the same day.*

*17 days later KD came into the Runcorn office. She was beaming she was that happy. She told the Wellbeing Officer that not only had she been awarded attendance allowance, but had received the higher rate indefinitely. She gave a thank you card with a donation enclosed.*

***"I cannot believe it! I have never been entitled to anything before. I now have enough money to be able to take a taxi to my appointments. Thank you so much for all your help, I wouldn't have been able to do it without you."***



**📷 A photo from our Mixed Crafts group at Mansion House**



**📷 A photo from our Men's Group at Mansion House**