

Mr D – Staying Home case study

Mr D became a Staying Home customer in October 2017. He had been transferred from a one bed 1st floor flat due to increasing mobility problems. He was socially isolated and struggled to engage with people particularly professionals and was mistrusting of support services in general.

Mr D became a tenant in one of our Staying Home bungalows in an outlying area where access to services could be restricted and having no transport of his own, social isolation was a concern again. He also had a low income which needed to be considered to ensure that he could maintain his household bills and living costs and ultimately sustain his tenancy.

The Staying Home Team initially supported Mr D to:

- ✓ Apply for carpets for the entire property through the Fred Pendlebury Trust.
- ✓ Obtain Aids and adaptations for the property including grab rails, Shower seat, kitchen trolley.
- ✓ Allow access for essential repairs and investment work including the asbestos checks which he had previously refused access for.
- ✓ Settle into the property and feel safe in his new home
- ✓ Facilitate access to services including arranging prescription delivery and the GP
- ✓ Connect and engage with the Proactive service and utilise the customer service process to contact Staying Home as he didn't have outgoing telephone calls.
- ✓ Set up the best tariff with his energy supplier and assist with meter readings.

Earlier this year Mr D's Employment Support Allowance was stopped and his income was reduced to zero. A family member and Citizens Advice Bureau supported him in appealing the decision and the Staying Home service worked alongside Money Matters to re-apply for Personal Independence Payment after the initial claim had been declined. This is pending at the moment, but we are hopeful of a successful outcome. We have spoken to Spark Energy to assist with managing the energy account and worked alongside Warrington Food bank to assist with regular food parcels whilst the benefit claim is ongoing. We have also instigated a Housing benefit backdate (over £1,600) and DSS deductions credit (over £300) which was transferred onto his rent account.

We are continuing to work with and support Mr D to sustain his tenancy and are hopeful that his benefits will be reinstated soon. Although Mr D is concerned now regarding his financial situation his comments about the Staying Home Service are;

“An excellent service, you are the only support I have had and the only team I speak to regularly, thank you.”