

## Appendix A

### **Case Study 1 – Age UK Cambridgeshire & Peterborough**

<b>Tick</b>	<b>Intended service outcomes (in agreement with service user)</b>
<b>x</b>	Improved mobility and personal safety
<b>x</b>	Improved social exclusion and reduced isolation
<b>x</b>	Improved self determination
<b>x</b>	Improved resilience to cope, self-confidence and independence
<b>x</b>	Improved/additional preventative support

#### **1. ABOUT THE PERSON**

Mrs X is a 72 year old lady who lives on her own in her privately owned property. She has no family but does have a good friend network around her. She is a very independent lady and keeps herself active despite health issues. She is struggling to manage her home since the loss of her husband.

#### **2. WHAT WAS THE SITUATION**

Mrs X came to our service through environmental health raising concerns that her home was in a very bad state, with many dogs and feral cats around the property. The home was falling down around her. Mrs. X has been trying to do the repairs herself but it was becoming too much for her.

The house had no heating, she used an open fire in the lounge which was near to where she slept. She did not have access to her upstairs as she had too much furniture stored and the roof leaked. There was no working toilet, only a camper porta loo.

The back door didn't lock and she was constantly being broken into. There was no lighting.

Mrs . X lives for her animals and would rather feed them then herself

#### **3. WHAT DID AGE UK DO TO MAKE A DIFFERENCE?**

Contacted The grants officer to see if there were grants available to help her. Contacted the environmental health officer as Mrs.x was being summoned to court regarding keeping too many animals.

The Bobby scheme was contacted to discuss security concerns  
Contractors was contacted using the trusted traders and asked to visit to obtain quotes for work to be completed at the home.

#### **4. WHAT OUTCOMES WERE ACHIEVED?**

Working with the grants officer we have managed to make Mrs.x life more comfortable for her. We have managed to get central heating installed where she has a back boiler to heat water and radiators around her home. The roof has been repaired so it is not leaking. The gutters were cleaned out as they was causing an issue with damp running down the walls. Insulation was installed in the roof. Electrics were installed so she now has usable lights and plugs.

She has a working toilet now installed. She has security lights and a home security system installed and a new door fitted with a lock so she is secure. The total of the grant awarded was £25,000.

Mrs.x was supported through going to court, she was ordered to pay a fine to only keep two dogs. She only has 2 dogs now and has realized that rehoming the others was the best thing as it had become too much for her. She is able to manage them and finds that she has money to feed herself now.

## **Case Study 2 – Cambridge City Council**

### **Background:**

Mr N is a 67 year old gentleman living at a Sheltered Housing Scheme run by a local Housing Association, to whom the Independent Living Service provide the support element for any eligible referred tenants residing there.

Mr N was referred to Independent Living Service for weekly support visits by the scheme warden in October 2021, having previously been supported by CMHT whose input ended as it was considered there were no requirements for extra/ongoing support other than Mr N receiving routine appointments.

Following an initial support plan assessment, it was apparent that Mr N's benefits had stopped for some time when he became pensionable age, though for some unknown reason no claim for his pension was ever made and he was instead living off his Personal Independence Payment money.

Due to Mr N's mental health, he did not necessarily understand the need to claim his pension, least of all knowing how to do so nor having the motivation to do this without support and guidance. Mr N presented as someone who needed more than just encouragement to do activities of daily living which needed to be done. His previous team had been aware of his benefits stopping when he became pensionable age and tried contacting the family about the issue, though we were informed they did not respond and therefore no further action was implemented in relation to resolving the matter.

### **Support given:**

During our initial weekly visits, Mr N displayed a lack of motivation and seemingly alack of concern in regard to pressing issues (such as debts which he owed), we had to develop a relationship with him where he felt supported, but where we were very clear on the consequences of not dealing with some of these issues.

Mr N had received numerous debt letters from TV Licensing re his tv licence and also from DVLA re his car tax all of which had been ignored/not dealt with, which in turn then lead to further fines which also had been ignored/not dealt with by Mr N. The ILF supported Mr N during the visits and each agency was duly contacted about the separate debts. Mr N was assisted to pay his TV licence in full for the entire year as this is what he chose. Mr N was then supported to deal with the correspondence from DVLA re his road tax, which saw him having incurred a £45 fine due to the failed renewal of his road tax. After the fine was paid, we then attempted to assist Mr N to pay his actual road tax charge; however further investigations revealed a very complicated issue with regards to his log book (which he couldn't locate). Mr N

was supported to resolve this by requesting a new log book, and his road tax is now up to date.

We were also able to contact The Pension Service about his missed pension claim. However, this could not be done over the phone and instead a form would be sent out to him for completion. Once received, we completed another visit to support Mr N.A to complete it, however due to him being unable to recall some important information, he then gave his consent that we could contact his family about the required information, chasing them regularly until they provided it. Eventually we were able to obtain the information required to fully complete the pension claim form and send it off. 3 weeks later, Mr N received confirmation that his pension would be paid and that it would be backdated for 1 year as per pension service procedure.

### **Outcome:**

In addition to the above outcomes, Mr N now receives weekly telephone calls and visits by our service, during which time he is supported to deal with any correspondence or bills, so this can be acted upon in good time so to prevent him getting into a precarious situation involving his finances. We will also make contact with his family or GP/CPN should we have any concerns about him. Though Mr N remains mainly passive, he is none-the-less engaging with our service now, and it is evident that he does have ongoing support needs which he cannot meet on his own/of his own volition.

## **Case study 3 - South Cambridgeshire District Council**

### **Details of Support Needs:**

This 88-year-old lady was referred by SCDC rents due to substantial rent arrears and by her housing officer due to her garden being overgrown state. On the first visit I found this client to be terminally ill, bedridden and on end-of-life care. The family were at the property, when I asked if she realised, she was in rent arrears, she cried and said she hadn't known. Her family asked me not to speak to her about this and told her they were sorting it all out. There were court orders for council tax and rent arrears, but she wasn't aware of these. I asked the family for her bank statements to check housing benefit and to apply for Attendance Allowance. I visited 2 days later to find bank statements had been left and she had hardly any money in her bank account. As soon as her state pension and private pensions were paid into her account the money was drawn out immediately by family who were in possession of her bank card. While at the property the TV rental company had left a card to say they had come to collect the TV which hadn't been paid in 5 months. I called them and they agreed to put collection on hold. I checked the amount of food she had and found she had very little to eat. I contacted the family to say she needed shopping, but family weren't taking my calls, I did some shopping so that she had food. I did a safeguarding and within 2 days met a social worker at the property. That morning she had used her carer's phone to say her phone wasn't working. While social worker was present, I contacted phone provider and the only way they would put the phone back on was to pay the outstanding bill, which I paid. The Social worker informed me she was on funded continuing health care and that there were outstanding debts for the TEC life line. She was asked if she would like the police involved and she refused although she realised the family had taken advantage of

her. She said she would like a meeting with her family, myself and the social worker, the social worker tried for several days but the family weren't answering the phone, so this couldn't be arranged.

### **Economic Well Being:**

Contacted SCDC recovery team and got the court proceeding stop.

Claimed Attendance Allowance under special rules – she was awarded high rate.

Contacted the bank several times with her permission and was assigned a manager to help with reissuing bank cards, debts and resetting up DD's. Two bank cards had to be cancelled and new one's resent, twice the family contacted me to say the ATM had taken her bank card.

Contacted SCDC, phone provider, and utility providers regarding debts and set up repayment plans.

Contact local charity who brought TV from rental company so she could keep her TV. Also applied for Christmas hamper money for food, which was granted.

Applied to the Household Support Fund. She was granted a Supermarket shopping voucher and payment towards for fuel bill.

Contacted insurance company as she had a whole life policy, and with her permission was able to find out it was a paid-up policy and she said this was for her funeral.

With her permission quarterly invoice were paid for TEC life line, phone bill. Direct debits were set up for rent and council tax, including arrears. Direct debits amended for utilities.

### **Health:**

Family were doing her washing but brought it all back wet and said they couldn't afford to dry it. She needed sheets changing on hospital bed. Took washing home and did washing from then on.

Continued to do shopping as she kept giving her bank card to family to do shopping, who continued to misuse it despite being told that she had very little to live on.

### **Enjoy and Achieve:**

Contacted her knitting circle who had put a note through the door and arranged a visit from one of the ladies, who brought her a basket of fruit before Christmas. She was thrilled to see her friend and catch up with news from the knitting circle.

Arranged for a close friend to visit at her request. The family had stopped this friend visiting because she had tried to help with finances in the past.

With intervention she was able to keep her TV and working phone, these were her only forms of contact with the outside.

### **Outcome of Support:**

This is one of the saddest cases I have dealt with in 22 years of supporting vulnerable adults.

This lady despite a good state pension and two small private pensions had obviously lived very frugally and had told me she always paid her bills on time and never been in debt. Her one wish was to not owe money to anyone. We supported this client for less than 3 months, but in those months her debts were sorted out and toward the end her finances were in order and all letters and paperwork in order. Funding from the Household Fund was used to purchase care items, and things she liked to eat and a few luxuries like chocolate and ice-cream, which she said she would love and hadn't had in a long time. She was so grateful for the support she received from the visiting support which went above and beyond to support this lady in these dreadful circumstances.