

Nicola' Story

Nicola was first referred over to Axis in February 2019 by her health visitor. We contacted Nicola and made an appointment for her to come in and see us.

Nicola came in and we went through our assessment forms. She was very open about what she had been through which included domestic abuse from her ex. Nicola expressed some difficulties she was having with her housing which she was already chasing and had arranged for them to come out and look at the issues. The main difficulty Nicola had and the reason for her referral was that she was suffering with post-natal depression. She explained that she had never wanted children but that it happened with her ex and she now felt stuck in this situation. She said that she had a 3-year-old but struggled to get any motivation to do things with them; she didn't drive or have a lot of excess money for days out. She also mentioned that she doesn't really have a bond with them and wondered if there was anywhere that could help with this. A referral had already been made to 10:32 which is an organisation that works with young mum's, but she hadn't heard anything from them.

While Nicola was with us at this appointment, we went through to speak to the midwives who run the young mum's group. A worker who works for 10:32 was at this group and we were able to link her in with Nicola. The worker said she would chase her referral and see what was going on but also took her details and said she would look at what groups were available for her to attend.

We spent the next week doing some chasing for Nicola and then made an appointment to see her the following week. Nicola came in and we sat and chatted about things.

We asked about her housing. She said they had been out and are going to be putting in 2 new radiators and looking at the insulation in the house. She said she would be chasing them to check the job was put through. She was a very capable young woman and was trying to be on top of everything.

She said she would really love to move into a property with a garden for her child to play in. We discussed what she has done to make this happen and was already on a housing list and bidding weekly. We explained there was nothing more we can do to make this happen any quicker.

We asked her about the worker from 10:32 and whether she had heard from her. She said they tried to call her, but she forgot to get back in contact, but she would do this later in the day. We then made another appointment for Nicola to come in the following week while the 10:32 worker was in the building with the mother and baby group.

Nicola cancelled this appointment due to family circumstances, but when we saw 10:32, she explained that she has been picked up by them and was set up ready to attend one of their groups.

Nicola came in a couple of days later for her exit appointment. We spoke about her house and the issues she was having - she knows what they are going to do but hasn't heard anything so was going to chase them.

We spoke about the group the worker from 10:32 had put her in touch with. She was concerned she won't be able to make it every week as it was the other side of town to her and so she would have to get 2 buses. She was going to try but can't commit for every week.

We spoke about her looking for a part time job. She was looking at a small part time job or doing some voluntary work within the field of work she wants to go into. We completed her exit forms and made sure she was aware she could come back form further support if it was required.

We have since spoken with the worker from 10:32 who informed us she attended the session that she had told her about and had done really well at engaging with her child and she felt the group was going to make a significant difference to them both.