

Shelia' Story

Shelia was referred to Axis in January 2019 by her social worker with difficulties around being socially isolated and needing support around building a cv and job searching.

Shelia came for her appointment a couple of days after we first made contact. We went through her assessment to see where we could be of help and support to her. She was living with her mum and dad. She explained this is alright, that there were a few issues because she has a range of mental health difficulties and autism which impact on relationships. She explained that her relationship with her parents was neutral and she felt that communication could be better between them all.

She suffered from anger management, stress, anxiety, depression and had overdosed in the past but feels this could happen again with how she is feeling. She went to the doctors and they told her she needed to wait and the medication she went on in the past caused her to hallucinate and so she is now reluctant to go on any more meds. She was diagnosed with autism privately over the summer and was also referred to CARS but hadn't heard anything from them but said that the hospital was chasing this.

Shelia has very low self-esteem and confidence. Doesn't think very highly of herself at all and at the time had no income.

We went through all the different ways Axis could help her:

- *discussed counselling as an option until CARS get back to her - she agreed to this and has completed a referral form.

- *discussed mediation - explained what this is and how it could help with the communication between her and her parents. She said she would like to do this - initially independently with a view of then including her parents into it - she wants to see what it is like before she includes them into it.

- *Discussed benefits - she doesn't feel ready to work yet so wants to go onto ESA - we explained this is a longer process as he will need a medical and to provide medical info etc.

- *we asked if she wanted us to chase CARS for her - she said the hospital are doing this.

- *we asked if she wanted us to accompany her to a doctor's app to discuss meds for her diff issues.

- *Discussed our way with her as a social venture to get her out and about a little more. She took some information away with her and will talk about this on the next app.

She explained that one of the things she really wanted support with was to do a cv so that she is eventually able to go to work but with her mental health now she didn't feel able to work. We discussed Vestia and whether she would like a referral to them to look at a cv before she is ready to begin work - she said yes to this.

Shelia came in the following week for her appointment. We made several phone calls to clarify what benefits she should be claiming and were advised to apply for UC as Shelia would not be eligible for the New Style ESA claim.

We also made Shelia an appointment with Vestia for the following Monday and an appointment with our counsellor Dave on the same day. CARS had been in touch and reviewed her file and said all has been done which she was happy with. We booked her in again for the following week.

Shelia attended her appointment with Axis, and we started her application for universal credit. We were also able to certify her identification online. We then tried to ring to book an interview appointment, however the lines were down so we were unable to make this appointment, but Shelia said she was happy to call from home.

We then checked with Shelia that all her appointments were in place. She said that she had had her first session with Dave that morning and that her appointment with Vestia was this afternoon. She also told us that she had been to her appointment for mediation a couple of days before.

I asked her if she would like to meet Caroline from Ourway for the social groups they put on. She said this would be good and she popped down to Axis. They had a quick chat about the sort of things Ourway do. She said she would try and go to Ourway next Monday before her appointment with Axis. We then arranged for Shelia to come back in so we could exit with her.

Shelia attended her appointment to Exit. We filled in the exit forms and explained that if she needed help at any point in the future she could return for support. Shelia is now meeting Dave on a weekly basis, has had weekly appointments with Vestia and is also participating in mediation. She has got her Benefit interview in a week and filled in an Ourway application form and has signed up and paid.

Since closing we have seen Shelia a few times and things seems to be going well. She is attending all her appointments and hasn't needed to come back for further support.