

Lighthouse Project Case Studies

- **Service User A:**

- ❖ Following a massive stroke, Patient A was left with near paralysis from the neck down.
- ❖ Patient A had become depressed and agitated whilst in rehab, and as a result his recovery had plateaued. At this point, our support started.
- ❖ A decision had been made to discharge him to his existing property although it was no longer suitable for his needs. The Support Worker began the process of finding a suitable property.
- ❖ A housing decision to place him on band D was successfully challenged and he was restored to the banding required to move into a level access, adapted property close to family and support networks.
- ❖ The Support Worker ensured maximisation of income through successful ESA and PIP applications.
- ❖ Support Worker liaised with Social Worker and OT to ensure adjustments made to care package to meet his needs and a rehabilitation plan was put in place by the receiving Local Authority.
- ❖ A suitable property was obtained and Housing Benefit was paid for both the existing and new properties while adaptations were made.
- ❖ The Support Worker liaised with Social Services in both boroughs, ensuring care package, transport, OT provision, District Nurse and adaptations all arranged and in place on day of move.

- **Service User B:**

- ❖ Admitted to hospital with severe alcohol-related liver failure and possible alcohol-induced dementia.
- ❖ His privately rented property was unfit for habitation and in a block where other individuals involved in his drinking culture lived, increasing the risk of relapse.
- ❖ Support Worker supported him to secure a more appropriate property.
- ❖ Support Worker liaised with family to provide support as Service User did not wish external agencies to be involved.
- ❖ In view of the existing tenancy, he was not seen as a priority for housing.
- ❖ Support worker liaised closely with the Homelessness Team and the General Housing Teams together with Public Health resulting in the Local Authority accepting him as homeless and he was given priority housing rights.
- ❖ Offer of appropriate sheltered accommodation made within a week.
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- ❖ Following the hospital stay, Service User B lost his entitlement to Benefits for ESA. The Support Worker liaised with DWP who recommenced his Benefit. He had also lost his DLA and so the Support Worker made a fresh application for PIP which was successful.
- ❖ Service User B's furniture had been destroyed. Support Worker made application for DAF which was successful.
- ❖ Intensive work and liaison with housing provider, service user and support network resulted in him being able to move to his new property within 10 days.
- ❖ Service user has settled well into the new property, good support network established and engaging well with GDAS.