



Case Study

Through healthy Steps I was able to help out a young, single mother from a Polish background. Her English language skills are not great, and she has some communication issues. The first time I have supported her was in November, I have helped her complete an online food hygiene course so that she could improve her employment opportunities, with my help she gained a level 2 certificate in food hygiene.

In December, she was very grateful for my support because she found a weekend job. However, she did not know if she was able to get free prescriptions for her and her son. I have had a one-to-one session with the individual and explained that her son's prescriptions will be free, and she will have to complete a low-income scheme form for help with prescription charges. The next day I have went to the nearest pharmacy and asked for the form, I set up an appointment with her so that we could fill it out together. She came in the next day and we spend a couple of hours together filling out the low-income scheme form, she needed my help with it as she could not understand the questions herself, she didn't know such form existed and she was very grateful for the information and support I have provided.

The individual asked me for help again in January, she lives in an accommodation for young single parents and she would like to find her own flat in Sunderland. I have explained to her that she would be able to get a council flat for her and her son and will be able to receive housing benefit as well. She then booked an appointment with me so that I could support her with filling out an online Gento application. We started filling it out together and now I would also like to help her apply for other housing organisations such as Bernicia so that she gets her flat soon and has a permanent address.

The individual has been very pleased with the support of healthy steps as the project improved her knowledge of wellbeing services and her lifestyle.

Without Healthy steps the individual wouldn't be able to complete the online food hygiene course, apply for low income scheme prescription help and wouldn't be able to apply for housing. I am going to continue support her and her child to lead a healthier lifestyle.