

Client L is a 59-year-old woman originally from Poland. She is an EU national with settled status in the UK. L first approached ICOS in March 2023, seeking assistance with various challenges she was facing in her daily life. In April 2024, she was officially registered under the Links for Life-Advice project and assigned Ewa as her key worker to provide one-to-one support.

As Ewa got to know L and her situation better, it became apparent that L was struggling with multiple issues. Physically, she had mobility challenges from previous knee surgery, and she was also facing additional medical concerns, including the need for another surgery to address a tumour in her arm. Mentally, L was struggling with depression, which significantly impacted her ability to navigate daily life in the UK. She also encountered language barriers, which caused her further difficulties in accessing essential services and resources. Additionally, L had ongoing housing challenges, as she was seeking suitable accommodation that could accommodate her mobility needs.

During their initial meeting, Ewa worked closely with L to establish her most urgent needs and create a plan to address them. The priority was ensuring L could access necessary medical appointments, secure suitable housing, and have interpreter support to overcome language barriers.

In April 2024, Ewa took proactive steps to address L's healthcare needs. She contacted L's surgery to arrange an appointment with an orthopaedic specialist, as L required surgery on her arm to remove a tumour. A pre-surgery appointment was scheduled for May 2nd, and Ewa ensured an interpreter was booked to assist L during the appointment. To further support L, Ewa arranged for ambulance transportation to bring her home following the surgery, providing all necessary details to the transportation service.

Post-surgery, Ewa continued to follow up with L to ensure her recovery was progressing well. She booked an appointment for L at Riverview Health Centre for wound care and the removal of her stitches. In August, Ewa also assisted L in scheduling a dental appointment and arranged for a Polish interpreter to support her during the visit.

While recovering from her surgery, L raised concerns about her ongoing housing situation. She was actively bidding for a 4-bedroom house to accommodate her family, but her mobility needs required her to be particularly selective. Ewa supported L by updating her Universal Credit housing costs and assisting her in applying for Personal Independence Payment (PIP) benefits. Ewa also gathered the necessary information for L's PIP review.

During this time, L reported that her mental health was deteriorating. Ewa encouraged her to contact her GP, and L was subsequently placed on a waiting list for mental health support.

By December, L successfully completed her PIP review and was able to secure additional financial support for her medical condition. With Ewa's continued assistance, L was able to attend all her medical appointments and surgeries with interpreter support, ensuring clear communication and effective care.

As a result of ICOS's intervention and Ewa's dedication, L now feels more supported and secure. She continues to attend her medical appointments with interpreter assistance and is on a path toward improved health and stability.

Links for Life
Sunderland 

