



Case Study – Supporting an Older Polish Resident to Maintain Independence

Mr. K (name changed) is an older Polish resident and pensioner living in Sunderland. He approached ICOS for support with several administrative and practical issues that were affecting his ability to manage important matters independently.

One of the key areas where ICOS provided assistance was reporting a change in circumstances to Sunderland City Council. Mr. K had experienced an increase in his pension income and needed to ensure that the Council was informed so that his records and any benefits or support he received could be reviewed accurately. Due to language barriers and the complexity of the process, he found it difficult to complete the necessary notifications on his own. ICOS helped him understand what information was required and supported him in reporting the change to the Council.

During the same period, Mr. K also sought help following a difficult experience after undergoing hip replacement surgery. He felt that the standard of care he received during his hospital stay had fallen below expectations and wished to raise his concerns formally. ICOS listened to his account, helped him organise the relevant information, and drafted a complaint outlining the issues he had experienced. This enabled him to communicate his concerns clearly and seek a response from the hospital.

In addition, ICOS supported Mr. K with completing a DVLA driving licence renewal application. As an older driver, maintaining a valid driving licence was important for his independence and ability to attend appointments, access services, and remain connected with his community. The renewal process was completed successfully with ICOS's assistance.

Through this support, Mr. K was able to fulfil his responsibilities to local authorities, exercise his right to raise concerns about healthcare services, and maintain his mobility and independence. This case demonstrates how practical advice, advocacy, and administrative support can help older migrants overcome language and procedural barriers, enabling them to access services and manage important aspects of daily life with confidence.