

Case Study.

RM is a 49 year old woman living in supported living. She suffers with Seizures, Rheumatoid arthritis, COPD, Emotional Epilepsy, Gout, Diabetes Type 2 and a fatty liver.

I started supporting her several years ago she was in a bad place and was not paying any of her bills so was in a lot of debt. RM was supported to apply for PIP which increased her money by quite a lot. I also supported her to do a budget plan and set up standing orders for all bills. RM has completely paid off one of her debts and is continuing to pay all bills monthly.

RM's health is improving due to more exercise and being guided round healthy eating. RM is not buying ready made sauces and is making most things from scratch. She is not drinking alcohol or taking large amounts of pain killers as advised by the hospital so her liver repairs. She has lost weight her LFTs are lower. RM said she feels healthy in herself.

RM had not heard from her oldest sister for over ten years then last year she contacted RM. Her sister had met up with twice in town. Then around three weeks ago the sister and RM's daughter have been calling her continuously and trying to encourage her to move back to London. RM is adamant she does not want to move back to London. Her sister is also on WhatsApp and is sending pictures of herself in hospital and ringing RM with all her problems and crying down the phone. RM two weeks ago had a seizure and had to go to hospital. The doctor said the seizure could be due to stress. Staff have helped block their mobile phone numbers and RM is now receiving calls from unknown numbers. This was reported to the office who are raising a safeguarding. RM was supported to call Maidstone Police Station to report harassment and they have put it down to Domestic Abuse and have passed it over to the crime team who will be calling her. I have discussed changing her phone number but RM does not want to at the moment.

RM is not sleeping or eating properly due to all the stress this is causing her. RM discussed this with her doctor this morning and has been given 7 days promethazine one to be taken at night. This is to help her sleep. The calls are not as often at the moment but the whole situation has made RM nervous every time she hears a noise and she is worried they will just turn up. RM has been advised to call the police and on call if this happens. RM has stated she is happy with the support she is receiving from phoenix support and feels staff and management listen to her concern.