

Case Study

Befriending and Re-ablement

Background



Client is a gentleman aged 57, residing alone in Bootle. He faced a variety of personal and health related challenges. He suffers from macular degeneration and his eyesight has worsened increasingly over recent years. He now needs the support of a guide dog who is his lifeline and friend, Kelsey.

He is faced with serious questions with regard to his gender identity and has struggled for many years with being able to talk to people openly about his situation and did not know where to turn for support.

He was discharged from a local eye hospital and has not been contacted for some time to go for an eye check up

He desperately needed support with aids and adaptations in the home due to poor eyesight e.g. placing electrical sockets within easy reach and easy to see.

He was feeling very lonely and isolated and needed the support and a companion through the Befriending and Re-ablement Service.

Actions

The Befriending and Re-ablement Officer, Margaret visited the client and undertook an initial assessment of his circumstances using the Older Persons Star Chart (The Outcomes Star for Later Life). This assessment resulted in a prioritised and detailed list of actions to focus on:

- Look at sourcing an agency that would be able to assist with the clients gender identity issues and be respectful and supportive of his needs
- Find out what agencies there are to provide information and social activities with peers who have macular degeneration
- Make contact with Eye Hospital and work to re-instate the client into the clinic for check-ups
- Contact with Riverside Housing – Lifetime Services Co-ordinator and source solutions to the housing challenges he faces
- Provide the client with the reassurances he needs to be able to build his confidence in the public domain and interact with people
- Re-enable the client to feel of worth and that he has a great deal to offer

Outcomes

- The client is now linked back into the hospital system for regular eye checks. This is vitally important as the client needs to maintain a close watch on his condition.
- The client is now attending the local Bootle Macular Support Group sessions regularly and has been made to feel very welcome and part of the team. His confidence has improved markedly and he is now engaging with people in the group and volunteering his services to help others with the same eye condition. Now he has the confidence to attend the Southport Macular Support Group and enjoys the trip through on the train to meet the group and gain friendship and assistance.
- Through liaison with the Riverside Housing Lifetime Services Co-ordinator, the client now has a much safer home environment, enabling him to feel able and capable of staying in his own home. He has had sockets moved to a safe and visible level in the home.
- He is now attending regular sessions of counselling support and therapy which have been set up with Liverpool Community Health Trans Support Service. This pioneering service is helping the client to address their gender dysphoria and to derive some answers.
- At the end of the 6 weeks support, the Befriending and Re-ablement Officer re-evaluated the client's assessment and it was noted that there was improvement in all of the areas which needed addressing, much to the delight of the client.

Feedback

The client kindly agreed to comment on his experience of the Befriending and Re-ablement Service.

"I have been down and lost. Since Age Concern has helped me in so many ways by finding information which I knew nothing about and now it has opened up so many avenues for me. It's hard to believe but it's true.

I tell people about the good work you all do and pass on any information I can. It does not matter what sexuality you are, they will help you find your way as they have helped me. I feel better for

**To access the Befriending and Re-ablement Service
or to become a Volunteer Befriender**

Contact us on 01704 542 993 (Option 4)