

Case Study 2

Client had been admitted into residential nursing care by the authorities due to safeguarding issues because of alcohol related dementia & was totally unable to look after herself. She was living with her elderly mother at the time of admittance who herself was receiving end of life care & since passed away.

Client's sister who has lived abroad for many years was now only surviving relative & had to return home to sort client's affairs & finances out.

Client had given up work months ago due to her condition she was living with her mother & wasn't eating so she hadn't had any money nor needed any. No benefits have ever been claimed & client has interest in other properties between family & ex partner. Sister did not know what she could claim for & how any other circumstances would affect entitlement & care/support she was receiving in the nursing home.

Upon seeing client's sister realising there was little time to sort everything out & her being the only relative of sound mind to answer any questions etc before she had to return abroad.

We made claims for sickness benefit & also personal independence payment. We made enquiries with the nursing home manager and she agreed to deal with post & to let myself know if any follow up or further action needed doing with either benefit.

I referred client's sister to CAB re the housing situation.

I agreed with client's sister to keep in contact via email to update her on progress & to keep her mind at rest.

Claims are still ongoing due to the nature & difficulty of the situation however.