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| **Case Study 1 – Miss A**  **Miss A was seen in a Somerset Independent Living Centre in May 2023. She was very tearful and anxious regarding her rented housing situation. I arranged a housing home visit two weeks later to further investigate the issues she was having with her first floor annexe at a Farmhouse. Her medical conditions were impacting on her ability to gain access to her flat, particularly issues with unstable knees for which she was awaiting an operation. The farmer had CCTV cameras everywhere including inside her flat which I thought was an infringement of her personal space.**  **I submitted a housing report and she was awarded Gold-Medical banding within a week.**  **Miss A reported she also needed a double bed as the one she used belonged to the landlord. I got in touch with the charity ‘Besom’ who sourced a second-hand double bed for Miss A, along with a wardrobe and new drawers for her bungalow.**  **Homefinder then offered a bungalow on 8 September and she moved in just 2 weeks later.**  **This is a quote from the letter she sent to me:**  **“I can’t put into words how thankful I am for all you have done for me. This move has changed my life and I haven’t been so happy in a long time”.**  **Since the move, Miss A has found a wonderful network of friends in the village, reduced her anti-depressants and anxiety meds and has even found a new job much closer to her new home, resulting in her no longer having to travel to work in her car.** |

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| **Case Study 2 – Mrs B**  **I visited Mrs B at her home in July 2023 originally for a Disabled Facilities Grant stairlift request. However, the 1 bedroomed mezzanine house was not suitable for a stairlift due to a steep, curved staircase.**  **Mrs B was really struggling to get up the stairs and often had to sleep downstairs on the sofa due to her medical conditions and extreme pain. I discussed options and she agreed the property was no longer working for her health conditions and wellbeing, so agreed to move home.**  **I submitted the housing report and within 5 weeks of my visit Homefinder changed her banding to Gold-Medical. Mrs B was then offered a ground floor flat in sheltered accommodation, close to her daughter as she had wished.**  **As her daughter was also disabled, I referred to SSAFA (her late husband had had a lengthy military background) for an allocated support worker for financial and physical help to move.**  **Mrs B and her daughter phoned to thank me so much for all my help and said “if it wasn’t for all your help this would not have happened; we can’t thank you enough”.** |

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| **Case Study 3 – Mrs C**  **I visited Mrs C at her home in June 2023.**  **She lived in a first floor private flat and was struggling to access indoors and outdoors safely down a large set of communal curved stairs resulting in her becoming virtually housebound.**  **I completed a housing report and she was awarded Gold-Medical banding.**  **Within a few weeks she was offered a 1 bed bungalow in her chosen area.**  **3 weeks later she moved into her forever home and rang to thank me for all my help, reporting “this will change my life”.** |

November 2023