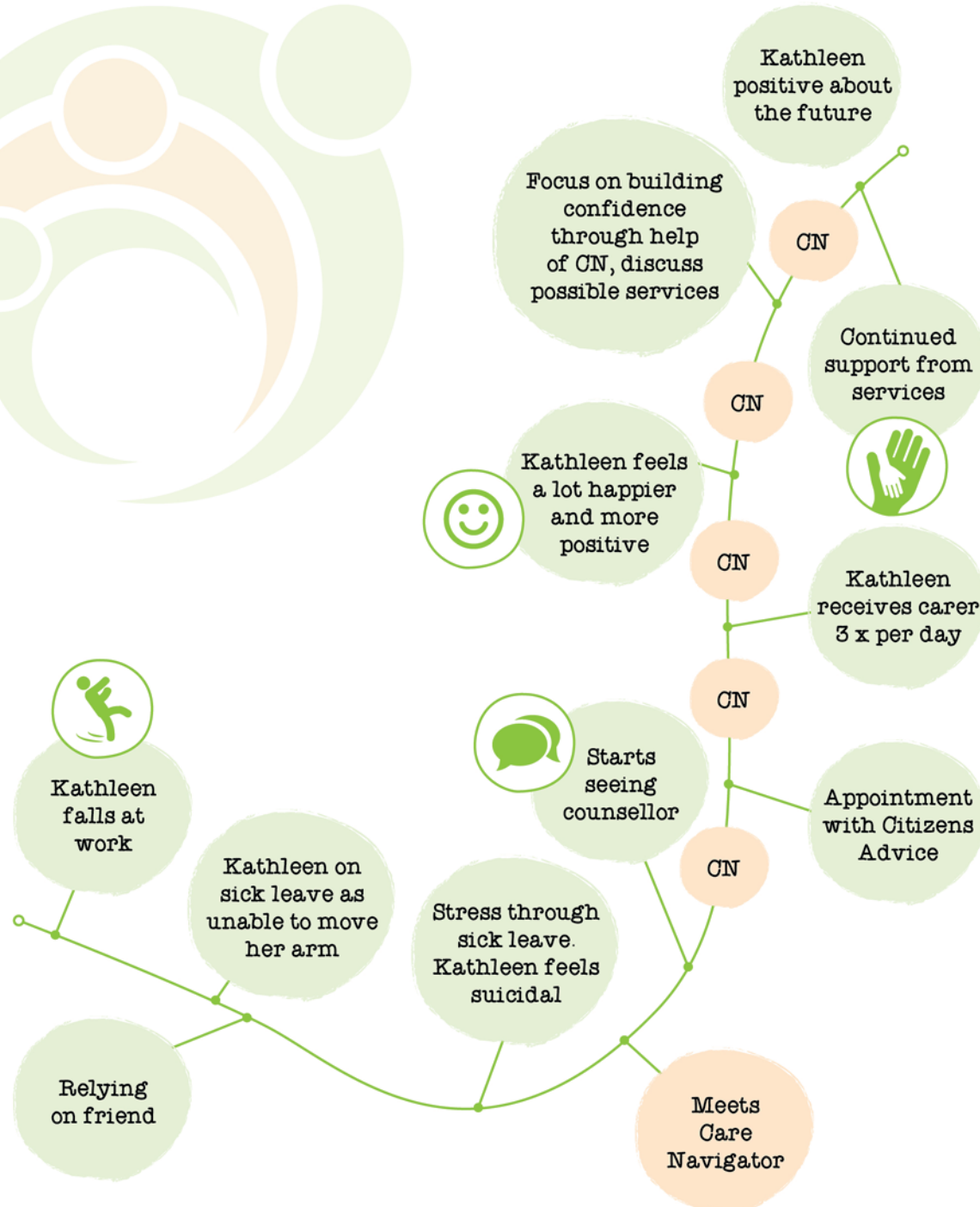


## Kathleen



### Profile

Kathleen worked in a prison with a very physical job and had a nasty fall at work on a wet floor sign that had been left on the floor. Kathleen badly damaged her arm which left her unable to move it from the shoulder downwards. Kathleen had to have an operation which went wrong and left her worse off. Kathleen was very passionate about her job for her independence and for obvious financial reasons so not being able to work made her very upset. To make things worse Kathleen's manager tried to sack Kathleen throughout the process of being sick which led to her getting depression and feeling suicidal. Kathleen also had to rely on her friend to dress, cook and clean for her.



### Impact

Kathleen made the decision to visit her GP as she didn't know where else to turn. Her GP made a referral to the Care Navigator who supported Kathleen in many ways. The first thing was a referral to Mental Health services to ensure Kathleen got some help for her depression and suicidal thoughts. A Citizens Advice appointment was made for Kathleen to ask specific questions about her situation. A care assessment was made to see if Kathleen qualified for a carer to help with dressing/cleaning and other daily tasks.

### Results

Kathleen received a counsellor who she now speaks to once a week and is helping her massively with her Mental Health and helping her put things into perspective and Kathleen now feels a lot more positive and is no longer suicidal. Kathleen is working with CAB and using the advice they provided to ensure she has enough sick pay/policies are being stuck to within the process. Kathleen also now has a carer 3 times per day which prevents her from relying on her friend. The Care Navigator also discussed services that can help Kathleen to build her skills and confidence in looking for other jobs should she be sacked, Kathleen now feels the worst is not too bad.