

# Meet Annette

## How a little help made a big difference

Mrs. A, a 71-year-old widow, lives alone in her one-bedroom flat in Sutton. Eighteen months ago, she had a severe stroke that affected the left side of her body, leaving her unable to walk without help. She depends on carers for daily tasks, including meal preparation, and has been struggling with financial worries.

### Finding the Right Support

To see if Mrs. A could get extra help, an Age UK Sutton adviser visited her home. During this visit, it was discovered that she was eligible for the lower rate Attendance Allowance (AA), which meant an extra £68.10 per week. This boost was essential for her ongoing care and allowed her to stay in her home. The adviser also noticed that Mrs. A's microwave was broken. This meant she couldn't enjoy hot meals, which was a big issue since her family prepared meals for her.

### Taking Action

The Age UK Sutton adviser stepped in to help Mrs. A with the complex AA application form and provided the necessary medical evidence. Recognising the urgency, the adviser used the AUKS Special Support fund to replace the broken microwave the same day. This quick action meant Mrs. A could once again enjoy hot, nutritious meals.

### The Impact

Thanks to the successful AA application, Mrs. A now receives an extra £3,541 per year, with the possibility of this increasing to £5,252 if her care needs change. This financial support has eased her worries and allowed her to live independently with the care she needs. The new microwave has made a significant difference in her daily life, improving her well-being and comfort.

### Why This Matters

Mrs. A's case shows how important home visits are. By going to her home, the adviser was able to uncover not only her financial needs but also practical issues like the broken microwave. This holistic approach ensures that all aspects of a client's life are considered, leading to more effective support.

### Key Takeaways

- Personalised Support: Home visits help identify hidden challenges and provide tailored assistance.
- Immediate Solutions: Special support funds can address urgent needs quickly, improving daily life.
- Holistic Care: Understanding clients' living conditions helps in offering comprehensive support.

