

Meet Michael

A story of support

Michael is 73 years old and lives alone in Sutton. He suffers from several long-term health conditions and relies on Attendance Allowance, a small State Pension, and Pension Credit to make ends meet.

Finding the Right Support

Michael reached out to Age UK Sutton for help, having previously benefited from our support. With his health deteriorating and the Cost-of-Living crisis intensifying his financial struggles, Michael was concerned about his long-term financial stability. He was managing to pay his bills but was under significant stress, which was exacerbating his health issues.

Unable to access online resources due to a lack of digital skills, Michael found it difficult to check his benefits or find affordable solutions to his problems. He specifically mentioned needing a new mattress to alleviate his back pain, which had worsened despite wearing a medically prescribed back brace.

Age UK Sutton's Intervention

An adviser met with Michael at the Age UK Sutton office to explore his options. Recognising his worsening health and nighttime needs, the adviser suggested reporting a change in his circumstances to the Department for Work and Pensions (DWP). They called to request the necessary forms and scheduled a follow-up appointment to assist Michael in completing them.

The adviser researched suitable mattresses and accessed Age UK Sutton's special support fund, as Michael could not afford the purchase on his own.

The Impact

Age UK Sutton confirmed that Michael's benefits were up-to-date and helped him claim the Higher Rate of Attendance Allowance, increasing his income by £35 per week, or £1,820 per year. Michael's new mattress, significantly improving his sleep, well-being, and back condition.

Key Learnings

Clients often believe they are managing independently, but guided conversations reveal areas where they are struggling. Exploring the whole circumstance is crucial for providing comprehensive support.

Michael's case underscores the importance of thorough assessment and proactive assistance to improve quality of life.

Michael expressed profound gratitude for the support, noting the positive impact on his health and financial stability. Age UK Sutton's intervention not only addressed his immediate needs but also provided a sustainable improvement in his living conditions.

