

Direct Payments Support Service, Case Study – Laurence



Laurence needed help and lived in a flat that had only a small sofa and table. He had no electricity, gas, fridge or washing machine, and he neglected his personal hygiene . As he had no means of cooking, Laurence visited the NOAH service for food – NOAH is a Luton-based charity offering support to people struggling against homelessness and exclusion. He didn't take his medication on time, which made him more ill. In addition, people abused him financially and he didn't trust anyone or want to engage with anyone. He didn't have a phone, and when he left his flat early in the morning, no one could contact him.

Laurence needed someone to help him with all of these issues, and so was referred to The Disability Resource Centre for setting up his Direct Payments and recruiting a Personal Assistant.

The Direct Payments Support team at The Disability Resource Centre helped Laurence by recruiting a personal assistant and had regular meeting with Laurence to iron out issues regarding ways in which people could contact him; at the beginning, the PA had to look for Laurence both at NOAH, and at the flat, but Laurence was made aware that he needed to be home. It was clear that Laurence needed more support hours, so we negotiated these with his social worker.

Now Laurence has a beautiful flat with curtains, beds, a cooker and a fridge. He has working gas and electricity, and is encouraged to cook and eat at home using ingredients from his regular shopping trips. He also takes good care of his personal hygiene.

Laurence is now taking his medication on time, and his consultant and social worker are very pleased with his progress.

Laurence now uses a mobile phone, and keeps it charged so that he can be contacted. In six months he has built up a large balance in his bank account now that he is not being taken advantage of.

Laurence is now a very confident person, and says that he is very happy with our services that have helped make him into a new person.