

Financial Hardship

User Case Study: Qwell

Background

Sarah has come to Qwell because she is struggling with anxiety and panic linked to sexual harassment towards her at work. As a result she was no longer employed and receiving benefits. Sarah has a young child to look after and was struggling to meet her financial responsibilities. Because of this she was not eating well, resorting to just eating her child's left overs. Her iron levels were low and she was struggling with depression and very low self esteem.

Service User Feedback

"Thank you for all you are doing for me. It means a lot"



Engagement

Sarah was offered counselling chats on Qwell and she was signposted to various food banks which she contacted. Suggested techniques and resources to help with anxiety were shared and worked through with her. Her practitioner also sent information and signposting for support with employment disputes. Sarah shared that she did not currently feel well enough to challenge her past employer in relation to how they dealt with the sexual harassment. More recently she has struggled because her past employer has submitted an incorrect payment amount to Universal credit. The Practitioner helped Sarah to find ways to correspond with the benefits team so she could resolve the situation as quickly as possible. Sarah also found a new job and became open to focusing more on overcoming her anxiety and increasing her low self worth. Sarah has already begun to find positive coping strategies to help with this.

Risk & Needs

Sarah confirmed that she doesn't experience any thoughts of self harm or suicide and that she was no longer in any danger in relation to the sexual harassment. Nutrition and financial hardship were a major concern and were significantly impacting her physical and mental health.

Safeguarding & Wellbeing

The practitioner contacted Sarah's GP on her behalf because she advised that she was unable to get support from food banks unless the GP confirmed she was eligible. She is being monitored carefully around this as she continues to engage in her online counselling sessions. Sarah is feeling more hopeful that things will begin to feel easier. With foodbank access she is eating more and has begun to focus more on being positive. She is currently undergoing injections to help increase her iron levels. Sarah is more mindful of the impact that eating low amounts of food is having on her mental and physical health.