

# Domestic Abuse

## User Case Study: Qwell

### Background

Marie accessed Qwell because she was experiencing severe levels of Domestic abuse at home. Marie understandably found it very difficult to share her experience and had not shared what she is going through with anybody previous to coming to Qwell. Marie was also not sure what type of abuse she was experiencing. Marie was going through deep grief because her Mum had sadly died by suicide very recently. Marie was struggling with low self worth, guilt, shame and had been isolated from the outside world. She shared that she had no friends or family she could turn to and she was not allowed to go to college or to go to the GP on her own. Marie found it difficult to verbalise her experiences and feelings.

#### Service User Feedback

*“ I am so thankful for your kindness. Everything will be ok. I really want to thank you for being here with me”*



### Engagement

The practitioner focused on building trust and offering empathy to help Marie feel comfortable enough to share the full extent of her situation at home. The practitioner helped Marie to understand the different types of abuse she was experiencing. She was encouraged to reach out for support and provided her with all the signposting she would need to help get herself and the children to safety. The practitioner also supported Marie in understanding and trying to let go of the guilt and self blame she was harbouring in relation to the abuse and her Mums suicide.

### Risk & Needs

Marie shared that she was experiencing suicidal thoughts and was actively self harming however, she did confirm that she was taking care of her wounds and was able to confirm her safety when her suicidal thoughts were becoming overwhelming. Marie eventually shared her experience of abuse which involved sexual abuse, coercive control, emotional and physical abuse. Marie also shared there were children living in the same household.

### Safeguarding & Wellbeing

As Marie has opted to remain as anonymous in her use of Qwell the practitioner helped Marie to put together a safety plan both to manage suicidal thoughts and stay safe from these escalating. She also helped Marie consider how to leave her home safely with her children. After two attempts to leave the abusive situation Marie was able to get herself and the children to safety. She is currently living in a women's refuge and has begun to engage with Social services and a care worker. Marie has shared that the Children are also safe and they are being looked after by the relevant services.