

Citizens Advice Case Study

2021



citizens
advice

Lindsey

We met at the Marisco Medical Centre, Mablethorpe

The gentleman lived with his mother, who has deteriorating health and was claiming Personal Independence Payment (PIP) to help. He was also doing some part time work, as he felt he could not hold down a full time job due to the time spent caring for his mother. Because of this he was struggling for money.

He visited one of the drop in sessions and we went through the Carers Allowance criteria with him and checked his eligibility. This involved making sure he wasn't earning more than the allowed amount and that he was caring for his mother for the required hours. We then helped him make a claim for the Carers Allowance online which he was successfully awarded, resulting in him being paid an extra £66.15 p/w.

This now means that he can spend more time with his mother. Which also means that he has more time to take her out of the house to visit other family members or go to a local café.

This has had a positive effect on the loneliness and social isolation of his mother, as she now gets to leave the house and socialise. She is additionally comforted by the fact that her son is with her in case she needs him, as she would not leave the house alone.

Shared by Marissa Ward (Specialist Adviser TED at Citizens Advice)



TED is funded by The National Lottery Community Fund and is managed by YMCA Lincolnshire

About East Lindsey



T.E.D.

Ageing Better
in East Lindsey

East Lindsey is a large, sparsely populated district within the county of Lincolnshire, which includes the popular coastal seaside towns of Skegness and Mablethorpe.

East Lindsey has a higher than average ageing population with 29% of people aged 65 and over. High numbers of older people move to East Lindsey in their retirement years and many have multiple chronic health conditions and few social and familial connections in the region. Public transport across East Lindsey is poor and therefore accessing services can be challenging, especially for older adults.

The overarching aims of the TED Programme are to:

- Reduce social isolation and loneliness
- Help older people to become better connected with volunteering, social, leisure and health improving activities
- Provide opportunities for older people to influence the design, delivery and evaluation of both the services and businesses available to them

We currently have over 1800 registered TED members, and over 100 businesses across East Lindsey hold an Age-friendly Business Award.

Further information...

To find out more about TED or to get involved visit our website www.tedineastlindsey.co.uk or start a conversation and share your views online: Twitter: [@ted_EastLindsey](https://twitter.com/ted_EastLindsey)



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