

## **Northamptonshire Centre for Independent Living Case Study – Clive and Kathleen Helmes**

Mrs Helmes contacted the Northamptonshire Centre for Independent Living (NCIL) to ask for a benefits assessment and advice about applying for a blue badge, as her husband was ill with cancer and had 3 fractures in his spine.

Chrissie (our welfare benefits assistant) made initial contact with Mrs Helmes and discussed Attendance Allowance. She ordered the forms on behalf of Clive and booked a home visit.

Zoe (our welfare benefits advisor) visited Mr and Mrs Helmes at home, where she completed the Attendance Allowance form and also assisted with the completion of the blue badge application. She gave the couple a copy of the second hand equipment register and arranged for them to be added to the mailing list for this.

Zoe recommended that they speak to the equipment team at NCIL, and they subsequently attended the Northampton office on more than one occasion and purchased equipment there.

Mr Helmes has now been awarded high rate Attendance Allowance and a blue badge.

Zoe recently received a lovely card thanking her for her help.

Mr Helmes said

“When Zoe completed the form for me, she used her experience to describe my health conditions and difficulties on the application form, in a way that I would not have thought of. I believe that Zoe’s expertise is the reason that I now benefit from additional income, which, in part, has been used to purchase items of equipment to assist in daily life.”

Mr Helmes and his wife also said

“All staff at NCIL are knowledgeable and approachable. Nothing was ever too much trouble, and the NCIL staff have helped us to navigate through a very difficult period of time, coming to terms with illness and disability and the minefield that is equipment and benefits.”

Mr and Mrs Helmes have been very happy with the service that they have received from the NCIL and are happy to be used as a case study.