



## Paula's Story

In 2011 Paula returned to living with her mother following a spell in hospital where it became clear Paula had some very complex physical and mental health issues.

Paula's house was in a very poor state at that time and due to a lack of funds and a difficult relationship with her mother, who owned the house at the time, Paula was just unable to consider any improvements to the house.

Paula's serious and life threatening physical health problems and her refusal to accept her mental health diagnosis compounded the issue and life seemed very bleak.

Paula's local Councillor contacted the Healthy Housing Hub within Derby City Council and a huge piece of joint working began between Paula's Social Worker, Liz, and Safia from the Healthy Housing Hub.

Safia worked extremely hard to build up a good relationship with Paula to truly understand her needs and to try and support her to improve her living conditions.

Safia has arranged for new gas central heating and for repairs to be carried out to the chimney, electrics and floorboards. To improve security Safia arranged for some new doors to be fitted too.

All this work means Paula will not have to spend another winter being cold and miserable in her home.

Paula's story doesn't end here as there is still a lot of work to be done. Liz explains that by working together with Safia and other agencies, they will continue to try and improve Paula's living conditions to make her safer and more comfortable at home.