



**WOMEN'S
BREAKOUT**
Chances to Change

MEMBER CASE STUDY

Hafan Cymru

The needs the woman presented with when she arrived at Hafan Cymru

Accommodation

Health

Mental wellbeing

Attitudes, thinking and
behaviour

Education, employment
and training

Finance, benefits and
debt

Drugs and alcohol

Children and families

Domestic violence

Prostitution

About the Womens Centre

Hafan Cymru is a charitable organisation operating across Wales. They work with women of all ages and their children (if any), who require support, to assist them in meeting their needs and to enable them to develop the necessary independence to take control over their own lives. Hafan Cymru offers a whole-person approach to the provision of support that covers a wide range of issues: for women recovering their mental health, ex-offenders, substance mis-users, and in particular for women who have experienced domestic abuse, resulting in complex or multiple needs.

The circumstances the woman was in before being in contact with Hafan Cymru

Karen was living in second stage refuge accommodation. She was a domestic abuse young person with additional mental health support needs and recent substance misuse. She was identified as a victim of domestic violence when the Police were called to attend a domestic violence incident at the family home and due to the extent of her injuries she had to be hospitalised. Following discharge from hospital she decided she could no longer reside at the family home and she had to declare herself as homeless and in priority need. As the Housing Options office had the opportunity of direct access with Hafan Cymru we were able to respond quickly to the elevated crisis situation.

The impact that Hafan Cymru had on the woman's circumstances

Hafan Cymru were able to immediately support Karen and rehouse her in second stage housing which removed her from the violent home.

During the time Karen was being supported, there became a period of time when some of her choices caused an increase in her drug misuse resulting in her being in an even more vulnerable situation. The change in her behaviour at the time created sporadic engagement and this affected our ability to address her support needs.

cont...



Hafan Cymru

...cont **The impact that Hafan Cymru had on the woman's circumstances**

We discussed the situation with her and her Adult Mental Health Social Worker and it was agreed that she would also receive support from the Substance Misuse team and that Hafan Cymru would make a referral to CAIS for specialist rehabilitation programme and activities to break this cycle she was currently in.

All agencies worked closely with clear communication for her welfare, we co-ordinated meetings and appointments jointly and enabled Karen to attend meetings, counselling and CBT appointments and her substance misuse rehabilitation and medicating appointments.

This was positive multi-agency working with a fully integrated approach to support and the positive outcome was achieved in a more efficient and cost effective manner as we were able to arrive at a move on stage much earlier in the service users journey to independence. This came about through strong relationships, good communication and a thorough understanding of statutory agency work which enhances the outcomes for service users.

The woman's circumstances now

Living in her own accommodation independently.

The woman's personal account of what happened

- Support to access basic skills and other soft skill development i.e. confidence building, positive mental attitude.
- Referred to Hafal and was appointed a Resilience Worker, was able to access CBT and Counselling services and meet other people going through similar issues.
- Application made to appropriate welfare benefits and discretionary assistance scheme for furniture/white goods.
- Referral to MoneyPenny Foundation and Remploy for supported employment and pre-employment access to courses that could improve her employability.
- GP Referral to ensure her medication is stabilised and works effectively for her to lead a fulfilled independent life.
- Panic alarms were installed at the property and extra window/door locks.
- Supported to find furniture for the property and assisted with general maintenance of the building.



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...cont **The woman's personal account of what happened**

- Participated in the Freedom programme to build inner strength, resilience and coping mechanisms to self-manage the impacts of the domestic abuse.
- Attended community events with Hafan Cymru, CAIS, Hafal and other partners, engaging in activities to feel part of the community and make friends.
- Referred to the Money Advice Service money management surgery to maintain a budget when on a low income and how it could change if she moved into work.

The woman's personal account of what happened

At Hafan Cymru, there's always someone to talk to, someone to listen and they don't judge. They've given me guidance and advice on difficult issues and have become a friend.

I now want to give back to Hafan Cymru and help promote the services they have to offer by sharing my experiences and by showing others in a similar situation to mine that after the hurt there is hope.

Find our more



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