

## **Appendix 4**

### **Rightsizing Case Studies**

About the person
<ul style="list-style-type: none"><li>• Client is a 55 year old, male.</li><li>• Client lives alone in 4 bed house</li><li>• Client has no health issues/needs</li><li>• Client has lived in the current property for many years, bringing up his family here.</li><li>• Client works local so needs to stay in the area.</li></ul>
About the issues
<ul style="list-style-type: none"><li>• Client is living in large property which is difficult to maintain and afford.</li><li>• Client separated from partner, therefore ended up living in the house alone.</li><li>• Client has rent arrears due to bedroom tax.</li><li>• Client is concerned about cost of move</li></ul>
What was the target outcome?
<ul style="list-style-type: none"><li>• Client would like to downsize to 1 bed property as it will be more manageable with regards to maintenance and affordability.</li><li>• Client wants to stay local to the area due to work.</li></ul>
Description of Rightsizing input and outcome
<ul style="list-style-type: none"><li>• This case was referred by WCHG.</li><li>• Client was not registered on Manchester Move prior to Rightsizing involvement. I completed a home visit to gather ID etc and complete rehousing application with client.</li><li>• Client stated he struggled with internet, I therefore agreed to bid on his behalf.</li><li>• Rightsizing officer had regular contact with client to advise what properties were on advert etc.</li><li>• After working with client for approximately 1 year, a bungalow, in his preferred area, came on advert. We discussed and he agreed for me to place a bid on his behalf.</li><li>• Viewed property with client and Housing provider and he agreed to accept.</li><li>• Rightsizing supported with flooring costs via WCHG at a cost of £1000.</li><li>• Client is now living happily in the 1 bed bungalow, which is much more affordable for him.</li><li>• 4 bed house has been released back to Manchester City Council Homeless Service.</li></ul>

### About the person

- Client is a 70 year old, male.
- Client lives alone in 4 bed adapted parlour house
- Client has COPD, Diabetes, Prostate cancer and a diagnosis of early onset dementia. He struggles with short term memory.
- Client has lived in the current property for many years, bringing up his family here.
- Client is well known in current area by all ages and has great neighbours. Often neighbours will cook meals for him.

### About the issues

- Client is living in large property which is difficult to maintain.
- Property is adapted with stair lift and wet room upstairs, however he tends to stay upstairs and live in bedroom.
- Wife only passed away 5 months ago and really struggling with her loss.
- Client drives with mobility car but is reliant on family to support every time he goes out.
- Client is able to transfer on and off stair lift but it tires him, which is why he tends to live upstairs. One of the spare bedrooms has been made into a kitchen area for making drinks etc. It is like he is living in a flat.
- Client is concerned about cost of move.
- Client has a dog, this is their companion so will not move without their pet.
- Client is socially isolated
- Client is concerned he will lose neighbour support.

### What was the target outcome?

- Client needs to move to a ground floor or above ground with lift to support mobility issues.
- Client wants to be as independent as possible – living in a smaller property will make this a little easier as there will be less to manage.
- Smaller property will be more affordable.
- Client would like to move into Extra care scheme as he feels it will help with his isolation. He requires social stimulation this will support mental health.

### Description of Rightsizing input and outcome

- Client was not registered on Manchester Move prior to Rightsizing involvement. I first met with client back in May 2021. We discussed housing options and Extra care.
- When I first met client he was not 100% about moving as wife had not long passed away. She had sadly passed away in the same room they shared. He

felt lonely and depressed and was worried he would lose the good support from neighbours.

- Client had a dog that was a great companion for him and he was not willing to part with his pet as this was his and late wife's dog.
- Rightsizing officer had regular contact with client to update on panel etc.
- Case was accepted at Extra care panel as a good case as this will support clients depression, social isolation and general health as single level and wet room in situ.
- In May 2021 he was offered a property. Sadly he rejected this as he was apprehensive about moving and felt it was too soon after his wife's death.
- March 2022 client contacted to say he had changed his mind and he was ready to move.
- Case was reviewed at panel and client was re offered a property.
- Client moved into Extra care in May 2022.
- Rightsizing supported the move and kept in regular contact. Flooring was supplied as part of the Rightsizing incentive which cost a total of £1160 as non-slip vinyl flooring was required throughout due to mobility issues.
- He is now living in extra care and thriving with his pet dog. He feels supported and no longer isolated.
- Customer is happy with the outcome and a large 4 bed adapted parlour was released back to Manchester City Council homeless service.