

Name of provider and status	Contact helpline case study - January 2019
Role of author	Helpline parent adviser – GEN team
Background details:	Name: Child A Gender: Female Age: 8 Disability: Hypermobility Syndrome, Fibrous Dysplasia. Mother: Ms P Region: East of England
Brief reason for selecting:	Example of issues parents face when juggling work and caring for a disabled child.
Overview of the issues:	Ms P is a single parent called the helpline. She works part time but is having to take a lot of time off work to attend daughter's medical appointments and meet with the school. Ms P had used all parental leave and annual leave entitlement, a request for flexible working was refused. Ms P is now not fit for work. Her employer has informed her she will face disciplinary hearing and possible dismissal. Ms P is thinking of resigning and wanted to know if could claim any benefits if she did so.
Areas relating to:	Benefits: Carers Allowance/ Universal Credit Employment and Working/Social Care and carers assessments
Advice and information provided:	<p>Benefits:</p> <ul style="list-style-type: none"> -The parent adviser reassured Ms P and booked a call back appointment for benefits calculation and further advice. -The adviser discussed DLA criteria and encouraged parent to proceed with the claim, also provided overview of other entitlements linked to DLA. <p>Employment:</p> <ul style="list-style-type: none"> -The adviser explained flexible working rights and suggested Ms P seek legal advice on employment rights and possible discrimination. <p>Social Care:</p> <ul style="list-style-type: none"> -The adviser explained that Ms P could request a child in need/needs assessment as well carer's assessment from the local authority. She explained this could lead to short breaks. -Ms P was directed to online advice on the Contact website regarding DLA, employment, discrimination and social care and her local offer. -The adviser sent parent guides on DLA and money matters to Ms P in the post as she requested this. -A record of Ms P's enquiry was added to our confidential database, and Ms P was invited to get in touch again if she requires further help.
Anticipated outcomes: (we do not case work or follow up on individual	Ms P will be better informed about rights and entitlements and better able to decisions about her

enquiries)

future.

Ms P will make a successful claim for DLA for her daughter.

Ms P will begin self-employment giving more control over her work/life balance.

Ms P is awareness of rights in current work situation.

Ms P and A receive social care assessments.

Social care assessments lead to a care plan for A and support for Ms P.

Ms P will know more about local services and support as listed on the Local Offer

Ms P's health will not worsen.