
Making Safeguarding Personal Toolkit

Case Example 4: Advocacy in safeguarding





Case Example

A friend indeed

Pelagie fled the civil war in the Democratic Republic of Congo in 2003 and arrived in the UK as an Asylum Seeker. She got her refugee status in 2009 but had very little access to support. She suffered from PTSD, her mobility was an issue and she had diabetes.

Getting help from the refugee centre meant getting up at 4am to queue outside to be seen. 'Sometimes it was raining, sometimes cold. For me it was difficult to stand up for a long time,' says Pelagie. She attended a workshop on coping with diabetes where she met someone from our Health Advocacy team. We set up a couple of meetings with her and helped Pelagie feel comfortable with accessing Manor Gardens for support.

She says she was received with a happy welcome and was given guidance on how to change her diet. At the same time the Health Advocacy team supported her when she was due to be evicted from her home and had nowhere to go, helping with claiming benefits and accessing grants, as well as following up on housing repairs. She says her mobility is much better than it used to be as she has also started doing regular exercise and feeling better about herself. She is also feeling mentally stronger and more confident about accessing services which she wouldn't have had the knowledge or conviction to do before. Her new confidence has given her the courage to go back to Congo to see the family she left behind, and particularly her daughter.

http://manorgardenscentre.org/resources/impact_report_final_for_web_17.pdf

Manor Gardens Health Advocacy Project is a multi-cultural, multi-ethnic health community hub based in North Islington in London whose aim is to promote wellbeing and social inclusion:

www.manorgardenscentre.org