

Move on Case Study: Mansur Aman April 2018

Congratulations to Mansur, who has moved on to step down accommodation. Mansur was with us for 4 years, in that time he made many friends at St Martins (Chalkhill), amongst staff & residents. Mansur is full of compliments for the staff, who, in his own words have done so much for him. We would like to say: “You have also done so much for us, so we wish you well for the future and hope you will continue with us to inspire other service users.”

Here are Mansur's reflections of his time with St Martins...

The Chalkhill staff and residents were excellent. Whenever I have had problems the staff were there to support me. They acted quickly. The best example of this was when I was fighting my immigration case. The staff went far and beyond to make sure someone was with me, in Tribunal and Court appearances. They also made sure I had money on the day for things like food.

I have since won my case and have the right to remain as a UK resident and can claim benefits. This has also opened up other opportunities, such as going to College. I am currently studying a Literacy & Numeracy course.

St Martins (Chalk hill) organise a number of Activities. I will always remember the seaside trips, bowling, cinema and football. I love going to the gym, it burns calories as well as helping manage the side effects of my medication. I have also taken part in cooking classes at the community centre, I learnt how to make burgers!

On a more serious note, my CPA meetings were sometimes a bit negative. My doctor always wanted to talk about the past. It was the staff and particularly the Manager, Godwin who said, “Let’s talk about your future and let’s help you get a full discharge.”

St Martins 'Co-production' is a quality meeting. I recommend it. For me it is an opportunity to iron out issues. For example, we will be receiving benefit training from an advisor, in the wake of Universal Credit.

I have applied for a provisional driving license, should be taking lessons soon! I

have moved to a step down accommodation in Heston called: Instant Care Solutions. I am very happy with the facilities. I have a nice flat, with plenty of space, shared kitchen and lounge area. My Care Co-ordinator says I won't be staying here long and should get my own flat.

Finally I would like to say that St Martins has been my family. I feel like I have grown up here. It is the best place to take your first step in the community.

Here are the thoughts of Ade, Mansur's Key Worker:

It has been a pleasure to work with Mansur. The main work I did with him was helping with his immigration case. I went to court with him. We told the courts how well Mansur was progressing. He was worried but determined to get a good outcome.

Mansur has never had any problems with the other residents. This fact went in his favour with the immigration courts. Since being granted residence by the courts, Mansur has seemed more settled and happier. He can now go to college, apply for benefits and have a bank account.

Mansur has managed on very little money, and he did not let financial worries affect him adversely, which is a sign of someone with true resilience. Instead, Mansur took the opportunities that came his way, such as working at West London Mental Health Trust as a Recovery & Involvement Worker. This helped him to earn a little extra and boosted his confidence.

We had a very good relationship. Sometimes we had healthy disagreements about his next steps, but Mansur always seemed to understand that I just wanted the best for him.

Good Luck, Mansur.