

# CASE STUDY - Stabilising lives through compassionate intervention

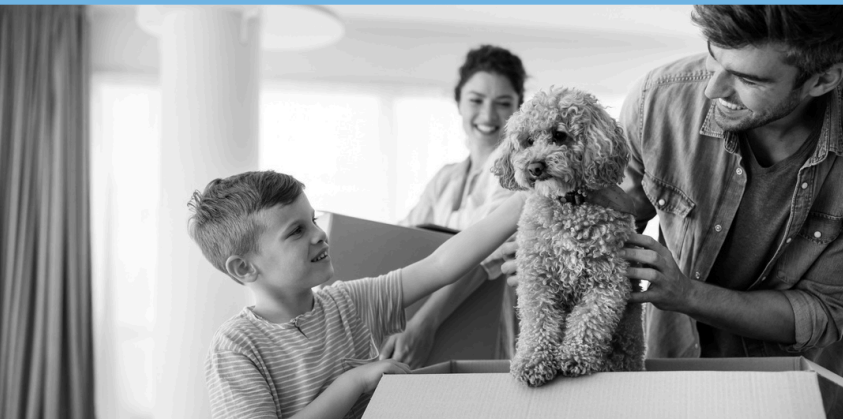
How Rolig Homes supported a resident's journey  
from crisis to confidence



**Rolig Homes**

Transforming Lives One Home at a Time

"We don't just manage homes—we rebuild lives. Rolig Homes is ready to partner with local authorities and care providers seeking sustainable, compassionate solutions for people at risk." **Matt Smith, Director – Rolig Homes**



## OUR INTERVENTION

The team at Merridale, under **Rolig Homes'** stewardship, provided consistent and trauma-informed support tailored to Ewa's needs. Early engagement was difficult—Ewa missed appointments and struggled to build trust with staff. Through patient dialogue and clear boundaries, staff helped Ewa understand the importance of participation in her support plan.

Ewa's vulnerability around unfamiliar people led to concerning behaviours, including borrowing money and food from neighbours and local shops. Staff responded with safeguarding measures, while also addressing the root causes—financial insecurity and social isolation.

### A staged budgeting intervention was introduced:

- Weekly monitored plans were trialled and refined over three iterations.
- By June 2025, Ewa had successfully implemented a budget that left her with £90 in savings.
- She independently proposed a new budget for the following month, demonstrating growing confidence and financial awareness.

Staff also identified potential eligibility for Personal Independence Payment (PIP) and supported Ewa in initiating the application process, which could further enhance her financial resilience.

## BACKGROUND

Ewa, originally from Poland, arrived in the UK at age 15 with her family. Following an eviction due to rent arrears, Ewa entered the supported housing system and was placed in a hostel run by the P3 charity. In October 2022, she was re-housed by New Pastures Housing Limited in Merridale Street West, Wolverhampton. Rolig Homes assumed responsibility for the scheme in February 2025.

Ewa lives with paranoid schizophrenia, managed through regular medication by her local mental health support team. Alongside her mental health needs, Ewa faced significant challenges with financial literacy and budgeting, which impacted her ability to maintain independence and stability.

## THE RESULTS

**Ewa has begun to make significant progress in her life**

### **RELIABILITY**

She now attends medical appointments reliably and engages proactively with support staff.

### **BUDGETING**

Her budgeting skills have improved, reducing reliance on food banks and informal borrowing.

### **RESPONSIBILITY**

She understands the risks of financial dependency and is committed to sustaining her progress.

If Ewa maintains this discipline for three consecutive months, **Rolig Homes** will support her application to transition into independent living—a milestone that reflects both personal growth and systemic success.