

# Life & Progress

Tenant Support &  
Wellbeing Service (TSWS)

Case Study:

## Supporting an Older Tenant to Maintain Independence and Emotional Wellbeing

Eileen (not her real name) is a 73-year-old tenant living alone in a housing association property. She has lived in her home for over 15 years and values her independence, but since the passing of her husband three years ago, her world has gradually become much smaller.

Eileen's children live some distance away and, although they remain in regular contact by phone, day-to-day life often feels quiet and isolating. Reduced mobility, declining confidence, and concerns about becoming a burden on others have led her to withdraw from social activities she once enjoyed. She has recently begun to feel low in mood, anxious about the future, and unsure where to turn for support.

After seeing information about her Housing Association's free **Tenant Support & Wellbeing Service (TSWS)**, Eileen decides to make contact, seeking someone to talk to and guidance on coping with feelings of loneliness and uncertainty as she grows older.



## The Call

Helpline Operator (Anna): Anna is an experienced emotional support counsellor with particular experience supporting older adults and individuals navigating later-life changes. She provides a calm, reassuring space for Eileen to talk openly about her concerns.

*Anna:*

"Hello, thank you for calling Life & Progress. My name is Anna. I'm here to listen and support you. What would you like to talk about today?"

*Eileen:*

"Well... I suppose I just feel a bit lost. I'm on my own most days now, and some days feel very long. I worry about what the future holds and whether I'll be able to manage on my own."

*Anna:*

"Thank you for sharing that with me, Eileen. It sounds like you've been carrying a lot on your own, especially after such a big change in your life. Many people feel this way as circumstances shift with age — you're certainly not alone in feeling this."

*Eileen:*

"I used to be quite active, but I don't go out as much anymore. I worry about my health, and sometimes my confidence just isn't there. I don't want to trouble anyone."

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### Key Themes Identified

#### **Loneliness and Social Isolation:**

Living alone and reduced social contact have contributed to feelings of isolation and disconnection.

#### **Loss of Confidence and Independence:**

Concerns about mobility, health, and reliance on others have impacted Eileen's confidence and willingness to engage socially.

#### **Emotional Impact of Later-Life Changes:**

Bereavement and ageing-related transitions have led to low mood, anxiety, and uncertainty about the future.

#### **Barriers to Engagement:**

Eileen is unsure what support is available locally and feels hesitant about attending groups or asking for help.



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### Support and Guidance Provided

*Anna:*

"It's completely understandable to feel cautious, Eileen, but it's really positive that you've reached out today. If you're open to it, we can look at small, manageable ways to help you feel more connected and supported, without rushing or overwhelming you."

Together, Anna and Eileen explore gentle options suited to her pace and preferences. These include:

- Re-introducing small routines that give structure to the day
- Exploring local community or age-friendly activities
- Identifying support services that help maintain independence
- Talking through ways to rebuild confidence gradually

*Eileen:*

"I think I'd like that. I don't want things to change too quickly — but it would be nice to have something to look forward to."



## Practical Support Offered

### **Validation and Emotional Support:**

Anna listens with empathy, helping Eileen feel heard, understood, and reassured that her feelings are valid.

### **Small, Achievable Steps:**

Rather than encouraging big changes, Anna focuses on gentle actions, such as short outings, phone-based social contact, or local coffee mornings designed for older residents.

### **Maintaining Independence:**

The conversation reinforces Eileen's strengths and independence, helping her recognise what she can still do, rather than focusing on limitations.

### **Signposting to Community Resources:**

Anna shares information about local support services for older people, including community hubs, befriending services, and age-friendly wellbeing activities.

### **Follow-Up Support:**

A follow-up call is offered, providing reassurance that support remains available whenever Eileen needs it.

## Outcome

By the end of the call, Eileen reports feeling calmer, reassured, and less alone. She expresses interest in attending a local community coffee morning and agrees to explore one small activity over the coming weeks.

Knowing that ongoing emotional support is available gives Eileen confidence and peace of mind, helping her feel supported in maintaining her independence while navigating the challenges of later life.

# Key takeaways

This case study highlights how the Tenant Support & Wellbeing Service (TSWS) plays a vital role in supporting older tenants by:

- Reducing loneliness and social isolation
- Supporting emotional wellbeing in later life
- Promoting independence and confidence
- Providing early, preventative support that reduces escalation
- Helping housing providers support an ageing tenant population

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