

# Complex Needs Case Study

Focus: Supporting a woman facing alcohol dependency and domestic abuse.

Insights into challenges and approaches to promote safety, dignity, and recovery.



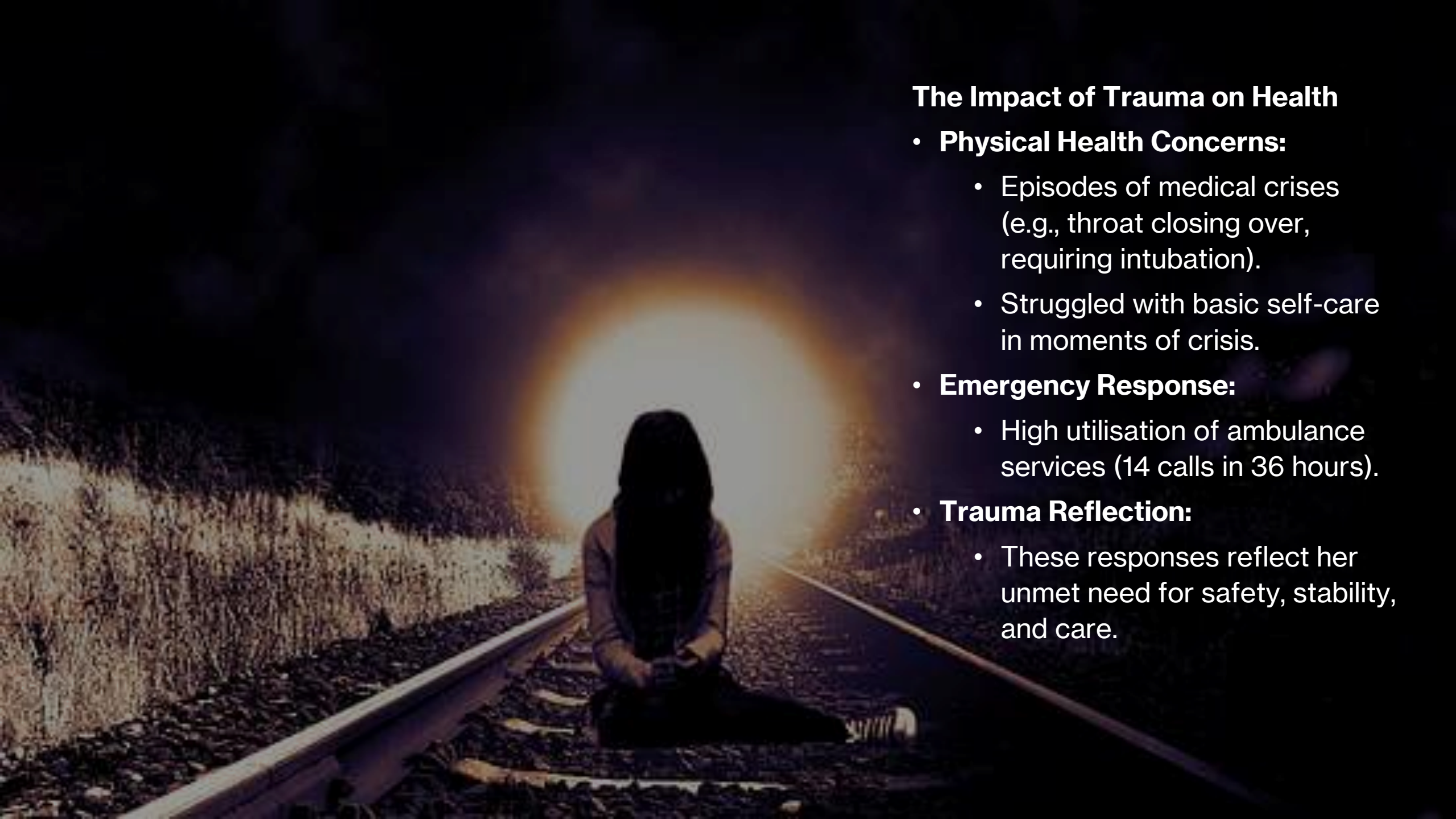
## **Understanding the Situation**

- **Profile:**

- A single woman with a history of alcohol dependency.
- Referred to MARAC (Multi-Agency Risk Assessment Conference) multiple times.
- Significant trauma throughout her life

- **Significant Impacts:**

- Alcohol use affected her physical health and safety when in the community
- Experiences of abuse were overshadowed and under-recognised.



## **The Impact of Trauma on Health**

- **Physical Health Concerns:**
  - Episodes of medical crises (e.g., throat closing over, requiring intubation).
  - Struggled with basic self-care in moments of crisis.
- **Emergency Response:**
  - High utilisation of ambulance services (14 calls in 36 hours).
- **Trauma Reflection:**
  - These responses reflect her unmet need for safety, stability, and care.



## Her Journey Before Trauma

- **Personal Strengths:**

- A successful career
- Described as capable and in control when not impacted by alcohol or abuse.
- Clever , articulate funny

- **Life Changes:**

- Alcohol use gradually became a coping mechanism for deeper pain.
- Meeting Mark introduced further abuse and coercive control.



A close-up photograph of a person's hand pressed against vertical metal bars, likely in a prison cell. The hand is on the left side of the frame, with fingers spread. The background is dark and out of focus, showing more of the cell environment. The lighting is dramatic, highlighting the texture of the skin and the metallic bars.

## Domestic Abuse and Its Complexity

- **Overlapping Challenges:**

- Alcohol dependency masked the signs of abuse.
- Alcohol impaired her ability to recall events, making it difficult to report injuries or advocate for herself.

- **Emotional Impact:**

- She remained protective of her partner despite harm, reflecting the complexity of abusive dynamics.
- He had all the control
- She had nothing – no home, no friends , no job just Mark and without him was alone



## Support / Interventions

Temporary housing was initially offered then deemed unsafe due to her risk level

Refuge placement was challenging due to her alcohol use and concerns for her safety and the impact on others

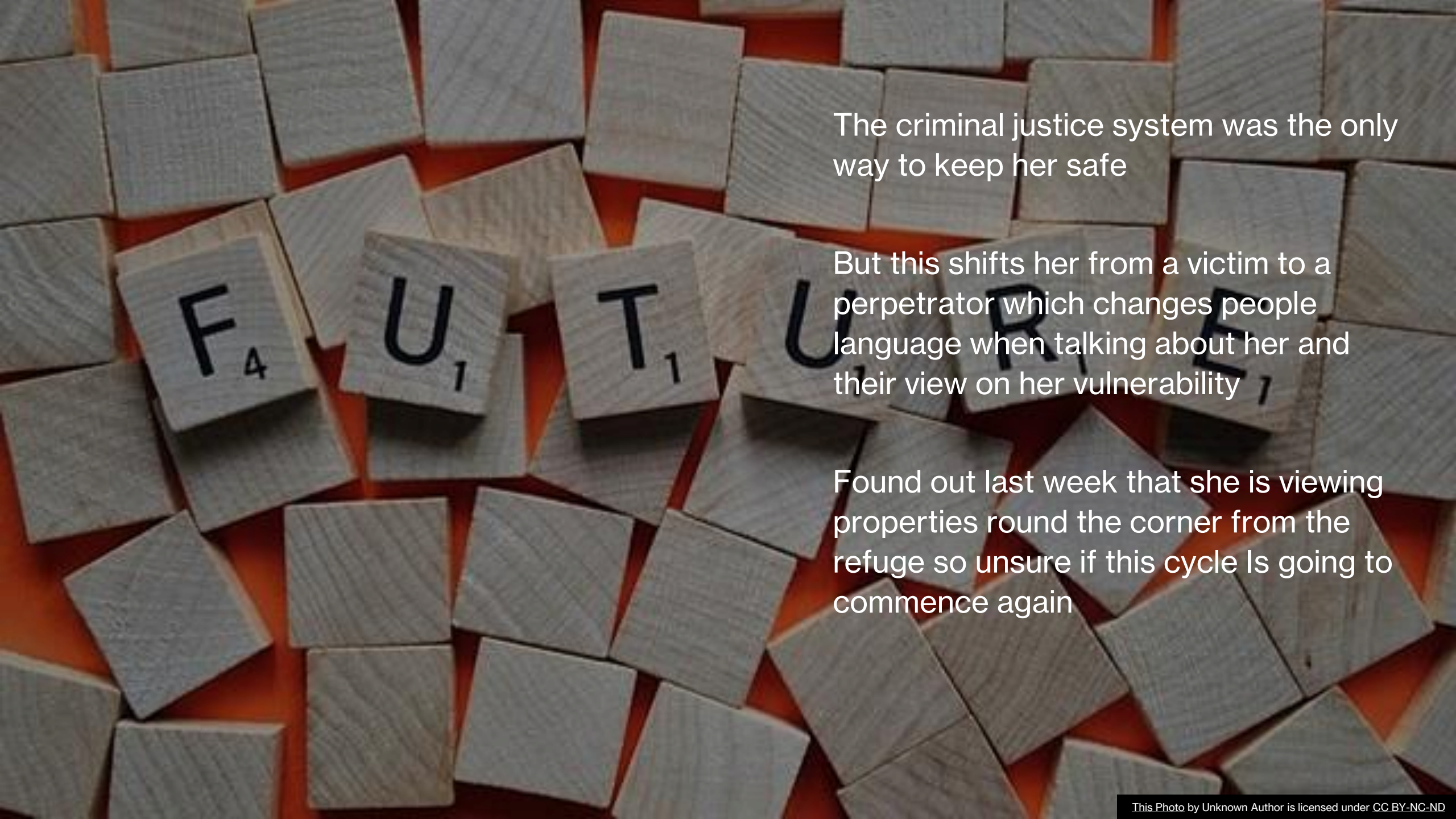
Detox and rehab held her, but she couldn't sustain it – the outside world was too painful

Thrived during structured environments but faced challenges maintaining sobriety in unstructured settings

She says she can't stop drinking when she starts and needs someone to stop her – but no one could



Refuge  
Out of borough  
refuge  
Rehab  
WWTR  
IDVA  
TWW  
Hostels  
Abstinent based  
services  
999  
Prison  
AA  
Mental Health services  
Professionals'  
meetings  
Consultant psychiatrist  
B&B  
Strategic leads  
MARAM  
ARBI assessment  
Ambulance  
services  
Alcohol brain injury assessment  
Adult social care  
Probation  
Risk Management  
meetings  
RSI Team  
Arrowe  
Park  
EMDR  
GP  
Managers  
Stein centre  
Temporary  
accommodation  
Approved  
Premises  
Hospital social  
worker  
Detox  
The Royal  
Hospital  
Workers  
Liverpool  
alcohol service  
CBT  
MARAC  
MARAM  
Meetings  
Landlords  
Police



The criminal justice system was the only way to keep her safe

But this shifts her from a victim to a perpetrator which changes people language when talking about her and their view on her vulnerability

Found out last week that she is viewing properties round the corner from the refuge so unsure if this cycle is going to commence again