

Joy's caring, client centred approach and own personal experience of caring intensively for a family member with co-morbidities for several years gives her an unique ability to instantly relate to client's as well as their carer's needs.

As Co-founder of Benefit Resolutions, Joy also brings years of previous business experience to the team and currently divides her time between the structural side of the service as well as visiting clients day to day. When she is not providing hands on support to Benefit Resolutions, Joy also works part time as a carer for people with complex care needs in the community.

Her own personal story and history shows that Joy is one loyal, dedicated and very determined lady; once committed to a cause or client Joy pulls out all the stops and works tirelessly alongside her team members to ensure that client's needs are safeguarded and met. She is CAB trained in Benefit Signposting and is currently training alongside Tony Lea and other volunteers to further develop her training and skill levels in the realms of welfare law. If you have Joy on your case, you know you have a good listener and someone to fight your corner!

Click on this link to learn more about Joy's Story:

When I first met Tony Lea I was at the end of my tether, after a year long battle with the NHS for basic two hour weekly respite care which would allow me to have an eight hour respite break weekly from the lady I cared for at home. For over 12 months, I hardly slept as was proving night and day care and was shunted from pillar to post between various NHS departments who all agreed they should be helping but no manager was willing to utilise their staff or budgets no matter how much money I was saving the NHS annually of how vital my role was in ensuring this lady could remain in her home.

Within two weeks of Tony's involvement suddenly funding appeared, and low and behold local nurses were trained to act as my back up and I could for the first time in over a year take a day off! Since this time I have witnessed Tony help countless other clients, some of whom were suicidal or facing homelessness as a result of their predicament...it was to me a 'no brainer', this is a vital service that needs to be supported and safeguarded so it can remain in the heart of the community helping those who have no where to turn to because I know what that feels like first hand and I was not ill or facing the additional challenges of a disability! I loved the work because I could see quick turn around results before my eyes week after week. After months of brain storming and collaboration with my co founder, Benefit Resolutions was born....a new affordable and benefit focussed no risk service for those who need help and have no where else to turn. I am incredibly proud of the service we now provide and am delighted to be a part of the team and look forward to meeting you and learn more about how we can help....