



'How a long-term client helped shape RWW' - Ben's Story

'Ben', is one of our longest-standing clients. He sustained a brain injury in an RTA in 1995 and has been with us since 1996, when RWW was in its infancy and the case management world looked very different. **Over the past 24 years, Ben has been as much a part of shaping our story as we have his...**

Ben's first case manager was RWW founder and director, [Cathy Johnson](#).

In 2000, Cathy found a residential placement for Ben in a new ABI unit and met the person who had set it up - [Gill Dunn](#). Gill already knew Cathy by reputation, as she had previously worked at a brain injury service in Scotland that Cathy had set up before moving south, and they quickly formed a strong working relationship, based on meeting Ben's needs, as he settled into his new home.

When Gill decided she wanted to move on in 2006, she called Cathy to let her know, and (after reassuring her that Ben was still in good hands) quickly found herself in the RWW office, being interviewed and offered a position as a case manager!

As she already had a good relationship with Ben, it seemed natural that Gill would take over as his case manager. He therefore became one of her first clients, and has remained with her ever since!

Gill has supported Ben through so much over the past 15 years, including relationship issues, serious health problems and now, in later life, dementia.

To understand the kind of person Ben is, you just have to look at the impression he leaves on people who have known and worked with him - his former PA, for example, who made him Godfather to her children, or the old neighbour Ben used to charm with flowers after he'd had friends over for one of his 'wild parties', who recognised him and welcomed him in to catch up when he and his support worker were standing outside his old flat, *decades* after she had last seen him.

From our perspective, Ben has been part of the backbone of RWW's growing service - one of a number of long-term clients we have had the great privilege to support through whole phases of their lives - a responsibility we do not take lightly.