



Registered Charity SC006511

Subject Access Request Information

Document prepared for MMA Legal by

Fiona Stewart, Business Information Manager, on behalf of Tayside Council on Alcohol

Client – Stacey Leonard, 2 Wards Road, Brechin DD9 7AS dob 28/04/1988

Background

SL was put into care as a child aged 4 due to ACEs (Adverse Childhood Experiences) and labelled as a bad child. Abused by grandfather who was charged but committed suicide while in prison. Was reunited with the siblings age 10 yrs old then put in care home until 18 yrs old but felt abandoned.

Client had her first child after leaving care. He was then taken into care but he was returned when they found it was a medical condition. He is autistic and now she has 6 other children and has been with her current partner 12 yrs and they plan to get married. The eldest son accused step father of mental abuse but this was unfounded by the police. He has moved out and living with clients mother. This event triggered her need to gamble. In the past she could see she has used other coping strategies like getting dachshund dogs. She feels overwhelmed unable to cope and wants to escape.

Case Note Extraction

**Date of
appointment**

Case Notes

**Appointment
Outcome**

19/09/2024

Stacy attended her FC appointment the reason for referral is a gambling issue. Stacy reports her gambling increased Christmas 2023 however she has recently signed up to gain stop. Stacy reports that gambling was ruling her life and affecting her children and relationship with her partner. However Stacy reports she has now turned to online shopping as an alternative coping mechanism, her ideal is to develop healthier coping mechanisms to deal the the stresses and strains of day to day life. No risk partner supportive.

Attended

Staff called to check in and confirm client was happy to remain on the waiting list. Offered regular telephone check ins and client would like this. Client is being supported fortnightly by her CPN.

13/12/2024

Discussed current situation - not gambling as used Gamstop to prevent online gambling, however client has been engaging with online shopping and feels this is getting out of control.

Attended

Discussed delay and distraction technique and urge surfing. Client was happy to be sent information on this by email and link to Gamcare's website was also given for additional support over the holiday period.

Appointment arranged for next week and will schedule a catch up for January following this.

19/12/2024

Staff called but got no answer. Sent a text to offer a check in before staff begins annual leave.

DNA

	<p>Staff sent a text to check in and confirm if Stacey was still keen for regular check ins whilst on the waiting list for counselling.</p>	
<p>06/01/2025</p>	<p>Stacey replied saying that she has struggled over the festive period but feels she is back on the right track. She confirmed she is keen for telephone check ins and an appointment was made for Tuesday 7th at 1.30pm.</p>	<p>Agency Communication</p>
	<p>Staff called to check in. Stacey reported to have had a blip over the festive period and was gambling online. Discussed this as being a high risk time - lots of stress due to Christmas and Stacey coping with 6 children living at home. Reinforced the positives with Stacey accessing support and discussing this recent lapse. She has also applied the Gamstop to prevent further online gambling.</p>	
<p>07/01/2025</p>	<p>Staff shared information on Home Start and the support that they can offer - S is to consider this and let staff know if she would like to be referred.</p>	<p>Attended</p>
	<p>Discussed motivation to change - impact on relationship and financial implications. S asked for weekly check ins and provided an update on the waiting list for counselling.</p>	
<p>09/01/2025</p>	<p>Sent a text to offer an appointment on 23rd January at 11.30am.</p>	<p>Agency Communication</p>
	<p>Staff called to check in. Stacey was emotional, stating she had relapsed yesterday and gambled online. Disclosed to buying competition tickets through Facebook when she was unable to sleep. This has resulted in an argument with her partner today.</p>	
<p>13/01/2025</p>	<p>Stacey shared her concerns about her debt and that she feels out of control. Staff shared information about Welfare Rights for debt management - Stacey is keen for this. Staff asked for information on debt to be sent so that a referral can be made.</p>	<p>Attended</p>
	<p>Staff to discuss with manager if client needs to be opened to CRR for ongoing support with practical issues.</p>	

15/01/2025	<p>Staff called to discuss opening Stacey to the CRR service for support with her debt management. Stacey happy for this and provided the information required for a referral. Staff sent this to Welfare Rights and updated Stacey by text.</p> <p>Staff called to check in. Stacey reports to be feeling more positive this week. Discussed a need to improve routine and sleep pattern. Stacey identified that she does not make time for self-care and would like to do this.</p>	Attended
20/01/2025	<p>Discussed contact between appointments as Stacey was concerned that she had 'overstepped the mark' by messaging about a letter she had received regarding her debt. Staff reassured her that there was no issue with this and staff would reply when they were available to do so. Stacey finds it helpful to offload to someone outside the family.</p>	Attended
23/01/2025	<p>Staff to get confidentiality and information sharing signed at the next appointment and to provide Stacey with information on CRR and the boundaries within support to reassure her.</p> <p>Had gambled a bit in the past but things got worse last November after the upset with Declan. Has not gambled since last Christmas but has frequent urges. She tends to go to sleep to stop herself gambling but wants to find better coping methods - we talked about music. Steven is very supportive but annoyed at all the money she has lost. She describes him as a "good man". They run a business making things, such as duvet covers and pyjama's with characters on them. Business not been so good since Christmas so that is a bit of a concern. Steven doesn't understand why she can't just stop. Instead of gambling she has been shopping online and then retuning things so gets her money back. Doesn't go in to any shops orders food etc on line. Doesn't like being with crowds. Takes her children to and from school but that is all. Not many friends but has 1 nice neighbour. Moved form Montrose to Brechin to get a bigger house for the children.</p>	Attended

Staff met at Stacey's home. Her partner was present, as was her youngest child. They both remained in the room for the support appointment. There was also a dog who had recently given birth to puppies and another 2 dogs in another room, that barked continually throughout the visit.

This appeared to cause stress to Stacey and staff suggested that appointments are usually held on 1:1 basis so perhaps outreach or office might be better. The house has several cameras both outside and in, which were all displayed on the living room TV.

Disclosed previous allegations that Stacey's eldest son has made against her partner which led to him being allocated to supported accommodation. He regularly send messages to Stacey, reporting to feel suicidal and has been identified as a trigger for Stacey using gambling as a coping strategy. This information was prompted to be shared by Stacey's partner and she continued to look at the floor while her partner spoke.

27/01/2025

Attended

Stacey's CPN has provided information and offered referral to Home Start before but she is unsure about this. Her partner asked questions about the support that is offered and staff suggested they could find out more information.

Staff received an update regarding the referral to Welfare Rights - they called Stacey to gain consent to access her credit file and her case has been allocated to a WR officer.

Staff shared urge surfing and urge log sheets with Stacey and an appointment was arranged for outreach next week.

29/01/2025

Calum from Welfare Rights called to arrange a joint appointment. Arranged for the next planned outreach on Thursday 6 Feb at 10am.

Agency
Communication

03/02/2025

Stacey sent a text saying she had 'messed up' and been gambling. Staff reminded Stacey how early she was in support and that it was positive she was able to share this. Agreed to discuss further at the next appointment on Thursday.

Agency
Communication

06/02/2025	<p>Phoned to cancel just before the appointment as she had forgotten and Nicola was there with her trying to sort out her debt problems, which had come from her gambling. Sent a text to offer an appointment on 20th Feb at 9am..</p> <p>Staff received a text asking if Stacey was able to call today. Arranged to call at 10.30am.</p>	Cancelled by Client <24 hours
07/02/2025	<p>Stacey sent a text to say that she had gambled yesterday and that her partner Stephen had found out this morning. Stacey reports that he told the children they would be unable to eat this week, due to Stacey using the money to gamble. He also told the children that Stacey does not care about them.</p> <p>Stacey was very emotional about this and felt that the children did not need to be made aware. She has said there is adequate food for the children. She shared what her partner said with his sister and he was not happy that she had told people. She has applied for housing through Angus Council online and has been offered an assessment next Tuesday. She reports her partner is very unhappy about this.</p> <p>Stacey has chosen to keep 5 out of 6 children at home today - her partner was out this morning but had messaged her to say he still loved her. Stacey used the words 'emotional abuse' and that her relationship causes her misery.</p> <p>Staff shared their concerns about Stacey's welfare and that this was discussed with her CPN yesterday - also discussed the case at the referral hub and was suggested that it be raised with social work. Karen (CPN) plans to do this by email today - staff shared with Stacey the need to involve social work for support. She said that her partner will be angry about this as recently told the children that Declan (oldest son) and social work are gone and we don't need them.</p> <p>Karen is calling to check in this afternoon and sharing information about support over the weekend. Staff has arranged an appointment for Monday and will update management today.</p>	Attended

Stacey attended an outreach appointment in the car. She reported that her partner asked if she would be saying to workers that she hated him, as he reminded her that he loved her.

Stacey presented very low in mood again - discussed the option for being admitted to hospital for medication review, however Stacey would prefer this to happen at home. Reports that her partner would not be happy with her going into hospital. Discussed gathering more information from her CPN to make an informed decision either way - Stacey plans to ask Karen this afternoon when she calls.

10/02/2025

Stacey said that Karen (CPN) plans to do a joint home visit with a social worker this week. Stacey reports that her partner has said that services have 'gone behind her back' to involve social services. Staff reminded Stacey the need to share concerns where there is an adult or child at risk of harm and that this was explained during the phone call last week.

Attended

Stacey has been gambling every day since the last appointment. Discussed strategies to limit her access such as using the internet on her phone (considering buying a cheap phone to use). Stacey has been borrowing money from family members who are not aware of the issue - plans to inform them today and ask for them not to lend money going forward. Stacey has been trying to use the log sheet but said her partner was looking over her shoulder and this made her feel uncomfortable filling it out. Staff reassured her that it is normal to want privacy to complete this alone and show her partner afterwards, as she reports she would feel more comfortable doing this.

Staff called Stacey as she asked for a telephone call today, due to having to reschedule tomorrow's appointment.

Stacey informed staff that a welfare concern call was made to social work by a member of the public, regarding her children. Social work attended on Friday (she thinks they were called Hayley and Chelsea).

17/02/2025

They discussed concerns that some of the children had missed multiple healthcare appointments and information regarding Stacey's eldest child within the home, having greater caring responsibilities for the other children. Stacey reports this information to have come from her health visitor. There was also information regarding the diet of some the children, consisting only of chocolate.

Attended

Social work has stated that they may be able to offer support for a short period of time but felt the main issues were Stacey's mental health and gambling, both of which she is being supported for.

Stacey reports that her CPN had contacted the social work within her team but had not had a response from them.

Stacey is due to have a review of her medication this week. Staff arranged to call again tomorrow as Stacey did not have the privacy due to the children being off school for mid-term today.

Stacey discussed feeling agitated/irritated today after attending the hospital this morning with her youngest son, Bear. Staff shared how difficult this must be due to Stacey's anxiety but that it was positive she had been able to attend. Discussed other healthcare appointments that are required to be made for some of her other children and Stacey identified that she would support to make these - staff offered support with this at the next appointment.

18/02/2025

Stacey confirmed she had previously been supported by Angus Carers (initial referrer) but that the worker had cancelled several appointments and no contact had been for several months. Social work discussed a potential young person's referral for support for the eldest child in the home.

Attended

Staff discussed resources that could be used for gambling support and Stacey is keen to engage with these during support appointments - to try and keep a note of anything she wishes to discuss in these appointments.

Stacey has a telephone appointment with her CPN tomorrow to review her medication and discuss changing this - she is happy to look at alternatives.

Another F2F appointment arranged for next week.

Staff confirmed with Stacey if social work had been in touch. Duty worker called this morning and asked if Stacey wanted support, which she confirmed that she did. Was informed that this would be allocated and someone would be in touch within the next 2 weeks.

Staff asked Stacey if she had been able to share her concerns around being able to keep the children safe from harm (unintentional neglect) and she had not shared this but was keen for staff to do so.

Staff called social work for the Brechin area (01674 907611) and was able to speak with Annie (duty worker who called Stacey this morning). Staff shared the information from Stacey regarding the concerns of unintentional neglect due to her mental health and her reports of emotional abuse from her partner.

21/02/2025

Agency
Communication

Staff shared that the partner was not keen for social work to be involved and shared the comment that was made to children about Stacey using money to gamble, therefore having no money to buy food. Stacey reports that there was food for the children.

Staff also shared the comment that Stacey reported that her partner said, after she left the house for the outreach appointment. He said that although she was coming out to her worker to speak about how much she hated him, to remind her that he loved her.

The duty worker took contact information for staff and was to document the information shared. The duty worker said that any updates on support would be shared with staff.

Staff confirmed with Stacey that social work had been contacted.

Stacey reported feeling very anxious about a joint appointment with her CPN and social work, scheduled for Thursday. Her partner is keen to attend this and Stacey has asked if this is possible. She reports that her partner has told her services will think she is a 'fruit loop' and he has also discouraged her from changing her medication as he feels she is getting better.

Stacey reports that he forces her to spend time with him at his industrial unit and that she has no choice in this.

25/02/2025

Discussed postponing counselling sessions until Stacey feels more able to engage with this. Also discussed the referral to Welfare Rights and agreed that the bankruptcy would be placed on hold until Stacey had more control of her gambling.

Attended

Stacey informed me that due to borrowing money to gamble, there was no money left to buy food for the next week. Staff offered to arrange for a food parcel but Stacey said she would need to ask her partner first - but that it was a priority since it would impact her children. Stacey said she would let staff know what she had managed to arrange by text later today.

27/02/2025

Got a message to say that Stacey would not manage to attend her appointment today as she has too much going on in her life, with debts etc.

Staff received a call from Stacey to update on the joint meeting from her CPN and social worker yesterday.

Agency
Communication

28/02/2025

Stacey says she was able to be open and honest, however her partner Steven was unhappy about this and did not speak to her for the rest of the day. She was about to attend an appointment in Whitehills, supported by the social worker, to discuss changing her medication.

Agency
Communication

Staff received an update from Stacey who said that it had been suggested at her appointment on Friday, that she might be better to be admitted to Carseview on Monday.

Stacey said she was being assessed by her CPN at 11am today - updated in the afternoon that she was being admitted for a minimum of 2 weeks. Stacey said that her CPN and another worker had said they were going to contact TCA staff to provide a full update.

03/03/2025

Discussed with Ashton about making the children's social worker aware of the current situation as Stacey's partner will be the main caregiver whilst she is in hospital.

Agency
Communication

Update - CPN called staff to share information on Stacey's admission to Carseview, likely to be for 2 weeks. CPN informed staff that adult social work has informed the children social work team on the situation and appropriate support to be discussed. CPN suggested a multi-agency meeting following Stacey's discharge.

04/03/2025

Stacey cancelled the appointment as she was being admitted to Carseview yesterday (Monday 3rd). Staff to arrange telephone support during her hospital stay.

Cancelled by Client
>24 hours

Stacey has been granted a weekend pass to go home for the weekend from Carseview. She got home last night around 7pm and is to return on Sunday lunchtime. She is currently being changed over with her medication. Reports her mood to have improved from 1 to 4.

Stacey says there is a meeting with the doctor on Monday to discuss the plan for treatment. Social work have been involved and discussed housing and debt. Stacey informed them that she had spoken to Welfare Rights about the bankruptcy and the social worker was in disagreement with the advice given. Staff suggested Calum from Welfare Rights could attend any multi-agency meetings to share information.

07/03/2025

Attended

Stacey is reporting to continue with frequent thoughts to gamble. Staff suggested beginning to look at the Gamcare workbook following her discharge.

Staff asked if she would like a check in by text on Monday - confirmed that she would. To make a plan for support following this.

Staff contacted Calum from Welfare Rights who is happy to attend any joint meeting or provide further information on the advice given, regarding Stacey's debt. Just to note - advised to update the benefits system if her admission to Carseview was longer than a month.

10/03/2025

Staff sent a text to check in with Stacey after the weekend. She reported feeling quite overwhelmed today and that she struggled with her thoughts to gamble over the weekend. Staff asked if she had gambled and Stacey confirmed she had. Staff thanked her for being honest and offered to discuss this further during the scheduled telephone call for Wednesday morning.

Agency
Communication

Staff called to check in and was informed that Stacey had discharged herself from Carseview yesterday. She feels that no treatment plan was being discussed and was struggling to sleep with the noise. Reports that a social worker is due to take medication to her house today.

Stacey discussed gambling at the weekend - this happened at her partner's work and they have since changed the settings to ban access to gambling sites. She reports her partner has been supportive since returning home.

12/03/2025

Stacey discussed triggers - the house being the main one. Social work are supporting with this. She spoke of her mum, who lives a few doors down and that their relationship has broken down - feels her mum is also a trigger.

Attended

Staff discussed urge surfing and encouraged Stacey to keep a note of alternative coping strategies that she uses (mentioned adding items to baskets online). Staff encouraged Stacey to use the national gambling helpline if she is struggling with urges, out with the normal working hours of other support networks she has.

F2F appointment arranged for next Monday.

Staff sent a text to check in - Stacey asked for a call to discuss how she was feeling. Received her medication from the social worker on Wednesday and is being supported to try and provide alternative housing.

14/03/2025

Stacey is reporting to be concerned that she discharged herself too early from Carseview - finding the house too triggering and chaotic. She is reporting her mood to be at 3 and has no motivation and feels really tired. Staff asked if Stacey has been having suicidal thoughts - reports to be having no thoughts to harm herself or others but aware of her low mood.

Attended

Stacey is having intense thoughts to gamble, however staff reflected that she has not acted on these for 6 days. Discussed possibly being allocated to a counsellor in a few weeks once stable on medication.

Staff reminded Stacey about the national gambling helpline which is available all weekend and to try and allow herself some small acts of self-care.

Stacey asked if it would be possible to just text today and discuss her weekend, as she didn't feel up to meeting face to face or speaking over the phone.

17/03/2025

Stacey discussed gambling on Friday, used her phone to access social media and buy tickets for a competition. She is unsure what led to her doing this. Stacey asked if staff had been given an update from her CPN - staff confirmed that no contact has been made from the CPN or social worker from Carseview.

Agency
Communication

Staff arranged a telephone appointment for Thursday 20th and to confirm plans for a F2F next week.

Staff received a text from Stacey earlier in the day to say she was speaking to her CPN at 12 as she was in crisis. Arranged to call at 4.30pm to check in.

Stacey was emotional over the phone discussing her experiences with having nightmares and intrusive thoughts, regarding her grandad who took his own life. She disclosed there had been abuse and that she had been diagnosed with PTSD.

Stacey was concerned that others around her would think she was crazy and staff offered to send information on the symptoms of PTSD - Stacey asked for links to be sent by text.

20/03/2025

There is a plan in place for over the weekend with Stacey having a face to face appointment on Saturday and a telephone call on Sunday from the CMHT. A discussion is taking place between her CPN and psychiatrist on Monday regarding medication. The children have been allocated to the social work team for a social worker and family support worker and will attend for the first appointment on Friday 28th.

Attended

Stacey is concerned that staff will not feel she is taking her gambling issue seriously - discussed supporting her with her immediate needs first and the main priority is keeping Stacey engaged with services and safe from harm.

A F2F appointment arranged for next week and staff will check in on Tuesday after returning from annual leave - discussed with client.

	<p>Staff called to offer telephone support. Stacey was very emotional on the phone, using negative self-talk after gambling at the weekend. Discussed gambling whilst in the hospital with her son - identified she uses this as a means of escaping from reality.</p>	
25/03/2025	<p>Stacey has taken action and blocked her bank cards from being used online. Staff reinforced how positive this was that she has reflected and taken steps to prevent this happening again. Mentioned Gamcare being able to block use of sites but feels anxious to discuss situation with others. Staff suggested they could support to find out more information on this.</p>	Attended
27/03/2025	<p>Stacey has started new medication to help with ongoing night terrors - staff reminded Stacey how much she is currently dealing with and to try and be kinder to herself. Clarified if Stacey felt able to engage with focused work on gambling - is keen to do this as states it is ruining her life. To monitor allocation to a counsellor.</p> <p>Stacey text on Tuesday 25th to cancel today's appointment as she has the dentist at the same time. Rescheduled for next week.</p> <p>Stacey discussed recent events - last gambled a week ago whilst in hospital. Spent £500 and shared that her partner was angry with this and clenched his fists. This information was shared with Karen (CPN) and Stacey also shared an abusive text message that was sent by her partner. Hospital staff suggested she speak with Women's Aid - staff reminded her that this option will always be open to her.</p>	Cancelled by Client >24 hours
31/03/2025	<p>Stacey reports to be struggling to provide food this week and gets paid on Wednesday - staff offered help with some shopping as a one off but this was refused as Stacey is not keen to do anything without discussing with her partner Steven.</p> <p>Disclosed suicidal thoughts and a plan to take an overdose - discussed this with her CPN. Staff reminded Stacey that she is more active in her recovery with the gambling and to try and take note of her progress.</p> <p>Staff supported Stacey to work on the Gamcare workbook - to continue this at the next</p>	Attended

appointment.

Social work meeting to take place tomorrow with Stacey and her partner also present. She discussed her concerns that her partner may say things that will upset other people/feels he blames services for the situation.

Staff attended an online child planning meeting with Stacey and her partner present, alongside social work, mental health and education staff.

Discussed current concerns - education staff no immediate concerns regarding the children and their attendance. Issues raised around Stacey's eldest son Declan sending explicit images on self harm and suicidal ideation to his younger siblings. Social work and mental health to look further into this.

01/04/2025

Attended

Referral has been made to Aberlour and Angus Carers for 1:1 support for the 2 eldest children. Stacey is to be allocated a social worker and potential occupational therapy, however discussions to be had at a professionals meeting to identify which support is of priority.

Staff shared information on the support currently being offered and that counselling can be offered when Stacey feels able to engage with this.

	<p>Stacey provided staff with an update. Saw her CPN yesterday but is still waiting to be given her medication. Has a home visit with the social worker and family support worker tomorrow - feels anxious to meet the FSW but staff reassured her that this is normal.</p> <p>Stacey discussed continuing issues with Declan and her other children - police have been involved this week.</p>	
10/04/2025	<p>Staff discussed the professionals meeting due to take place next week - staff will be on A/L but Stacey said that her CPN has stated she will calling staff today. Discussed the potential for TCA's input to be scaled back whilst other supports are prioritised. Stacey feels this might be helpful and can look to revisit the gambling support when she feels her mental health is more stable.</p> <p>Staff to check in tomorrow and arrange a telephone call following annual leave. Staff sent a text to check in and remind Stacey about staff's A/L.</p>	Attended
11/04/2025	<p>Stacey received a home visit from social work and they discussed the support for her mental health being priority over children's services. Staff informed Stacey that an email had been sent to Karen (her CPN) to remind her that she was on annual leave next week and would be unable to attend the professionals meeting.</p> <p>Staff to check in with Stacey when she returns to work and make a plan for her support. Staff received an email from Karen (CPN) detailing that it was discussed at the professionals meeting that it might be best for support to be paused with TCA, as so many services are involved.</p>	Agency Communication
21/04/2025	<p>Karen is attending for a home visit with a social worker from CMHT tomorrow and plans to discuss this with Stacey, to get her views on this. Staff to check in with Stacey and discuss the plan going forward.</p> <p>Stacey to be placed back on the waiting list for counselling if she feels she will not be able to engage in the coming weeks.</p>	Agency Communication

22/04/2025	Staff sent a text to check in and arrange a call to discuss support moving forward.	Agency Communication
23/04/2025	<p>Staff received a call from Karen Mitchell (CPN). Shared information from the professionals meeting - identified that lots of services are involved and feel that it would be best to place Stacey back on the counselling waiting list from today. Staff to call Stacey to discuss being closed to CRR but offer adhoc support and reassure her that she can inform us when she is ready to engage in counselling by sending a text.</p> <p>Staff called as arranged to discuss support options, following the professionals meeting. Discussed placing Stacey back on the waiting list for counselling as she is not currently in a position to engage with this.</p>	Agency Communication
25/04/2025	<p>Discussed closing to CRR, however staff reassured her that adhoc support would still be available as and when she required this. Staff also discussed the possibility of re-opening to CRR if further support was required at a later date.</p> <p>Stacey agreed that there are still a lot of issues with the children and not being stable with her medication yet so agreed this was the best course of action.</p> <p>No further appointments made. Staff to discharge to CRR next week. Staff had received a text on Friday evening asking if staff was free to call. Replied today and offered a call.</p>	Attended
16/06/2025	<p>SL was emotional on the phone, reported to be in crisis on Friday and was unable to make contact with any workers from services she is currently involved with due to days off/annual leave. Disclosed gambling.</p> <p>SL reports that her partner continues to be emotionally and financially abusive. One of the children has made an allegation against her partner and reported this to social work. An inter-agency referral meeting is due to take place tomorrow.</p>	Agency Communication

SL has applied for housing for herself and her children, without her partner's knowledge. Staff to arrange a call tomorrow to remind SL of support options in crisis - updated management of the situation.

17/06/2025	Staff called as arranged and shared information on text/web chat available from Scotland's Domestic Abuse and Forced Marriage Helpline - staff sent link by text. Staff reminded SL this can be used out of hours 24/7 for advice and support.	Agency Communication
07/08/2025	Staff encouraged SL to continue sharing information with the services she is working with and reminded her of the duty social worker when her allocated worker might be on days off/annual leave.	Agency Communication
14/08/2025	Called client no answer so text to offer a telephone session next week . She confirmed this was suitable.	Attended
11/09/2025	Client was unable to engage because she was looking after the children. She said she would prefer f2f. We agreed to put off the assessment until next meeting and she would be able to come to TCA in Arbroath.	Attended
18/09/2025	Client has complex trauma and is open to healing and finding other coping strategies. Have agreed to see her weekly before I leave my post in Arbroath.	Attended
25/09/2025	Client is aware I will be leaving but would like to continue after I leave.	Attended
	Client is motivated to change but has feels "deflated" her words. Stayed with these feelings to help her know she was heard and acknowledged.	Attended
	Madge has agreed to call her next week to check in and she will be assigned to the counsellor next month when they take over my caseload.	Attended

07/11/2025	<p>Staff was made aware that Stacey was still open to the counselling service but had not been allocated to a counsellor, following Theresa leaving.</p> <p>Staff called Stacey to confirm she was still happy to go ahead with counselling and emailed Neil to ask if she could be offered an appointment in the coming weeks.</p> <p>Was extremely upset and initially unwilling as said there was too much going on.</p> <p>Verbally agreed the contact re confidentiality.</p> <p>Talked about a lot of the challenges currently in her life.</p> <p>No goals set other than to agree that she would prefer FTF and would come in next week at same time.</p>	Agency Communication
11/11/2025	<p>Talked about feelings of ending it all but does not have a plan - although she has stopped her medication for the last 6 days with some thoughts of overdosing. She said she has too much to lose if she left the children without a mum.</p> <p>CPN is due in today at 1pm and she agreed to go through medication with her and perhaps start on an antidepressant. She is reluctant to reveal how she feels to the CPN in case it impacts on her being able to look after the children.</p>	Attended
18/11/2025	<p>Agreed to move to FTF from next week.</p> <p>Sent a text reminder this morning at 9:40 to remind her of the 12pm appointment and she replied to say she had forgotten and arranged something else. Messaged back to say that she has managed a telephone call last week and would that be better that ftf and she agreed she would be ready for the call. Called but went to voice mail. Messaged to check if she could speak. Called again at 12:10 and it went to voicemail again.</p> <p>Texted back to say I would reappoint for next week at 12 by phone and to let me know if she would prefer ftf and also to let me know if there were any other ways we could change things to make it easier for her to attend the appointment.</p> <p>All text messages have had a read receipt on them.</p>	Cancelled by Client <24 hours
25/11/2025		Text Communication

09/12/2025	Texted client at 9am to remind of 11am appointment and she replied to ask for it to be by phone. Phoned at 11am and it went to voicemail and I left a message to say I would try at 11:05 and backed that up with a text. Tried at 11:05 with same result. In the meantime she messaged to say she had been called into school. I offered some phone space up to 11:50 or to reschedule for next week. She messaged back to ask for in person meeting next week.	DNA
15/12/2025	Text reminder of appointment for the next day	Text Communication
16/12/2025	Text message reminder the day before but no acknowledgement. Message again at appointment time. Left a voice mail at 11:15 asking if how she wanted to work with TCA and what could we do to work together. I said there would be an appointment for her next week and to let me know if she did not want it.	DNA

Session 2:

Subjective

Feeling a lot brighter. Especially as schools are now off and she gets to spend time with her kids. She has gambled a bit in the past two weeks and spent about £100 on each occasion. If she had more money she would have spent it all. The thing that stopped her most was telling her husband she had urges and they agreed to move the money from her account to his so that she would not have such easy access to it. Still have a lot of issues with Riley at school and him saying that he felt suicidal due to the abuse by husband. Social work are coming in tomorrow to check all is well for Christmas. Sister and husband are a good source of strength

23/12/2025

Objective:

Brighter and more willing to engage in positive self talk. There were a few instances where she started to cry but this is when she was explaining how bad she felt after lapsing with gambling. She seemed open to discuss lots of things. Completed a Web Outcome and Risk Assessment

Assessment:

She is really aware of triggers and impulses and we talked through the cycle of change and tried to reframe the guilt and negative self talk of blame about these lapses. Risk was lower as she was feeling brighter than they've been for quite some time.

Plan:

Go through cycle of change again and talk more about impulse control, negative self talk, triggers and cultural resources/

Attended

Session 3

Subjective

She is feeling overwhelmed and sick. Her son is causing major problems at home and at school and there is a risk of exclusion. She has talked to her CPN about how she feels and is looking for better medication to support her but CPN was off and so far nothing has happened. There is a meeting with support services about to happen but she does not have a date as yet.

She does "stupid, impulsive" things when feeling low like buying another dog, gambling etc.

She said that her social worker was trying to turn her against her husband and repeatedly asking her if she really wanted to marry him. She feels like there is a negative agenda there.

The worst thing that could happen is that her children are taken away from her.

She is not really sure how she got through her dark times before.

I emphasized that she must be really strong to keep going with all the challenges she faces.

Objective

13/01/2026

Tearful and one-word answers mostly. Sometimes difficult to gauge the silences over the phone

Attended

Assessment

She accepted that she has been in the black hole many times before and got out of it. The thing that keeps her going is that she is a mother and her kids need her for everything and she needs them. It sounded like she is going through a difficult time with husband as she did not really want to talk to him about anything and also acknowledged that he can be part of the problem at times due to his temperament.

I asked if she generally found these calls helpful and she said she did as she could offload, but she did not feel particularly better after the one today.

Plan

Message her CPN about trying to get some medication.

Talk to her sister about the pressure she is under and try to get some support

Ask husband to support

Will aim for FTF but see how she is in the morning and maybe revert to phone.

Session 4

Subjective:

Having real doubts about relationship with S. SW is raising a child protection order.

She is starting to see the nasty comments and SW said she is being gaslighted.

CPN has told her this is not right and things need to change.

Listing lots of his faults and recognizing he has few qualities.

Asked what she wanted and it was whatever is better for the children

Looked at the ambivalence of staying in a difficult relationship compared to moving and things change.

20/01/2026

Attended

Objective:

Has not gambled.

Assessment

A real change in mood from victim to being angrier about the situation she is in. Protective mother coming out.

Plan

Continue to support and listen without giving advice as to what to do

Subjective:

Was 5 mins late as she was dealing with lots of other issues.

Had a meeting with SW this morning and they are going to apply for kids to go onto the register and go to the reporter. She feels this is the best thing for them overall even although it will break her heart.

She does not know if kids will be removed or her husband.

27/01/2026

Objective:

Was calm and rational and was resolute in her decision

Attended

Assessment

Not been gambling for 5 weeks. But she said it is because she has not the app on her phone and she also fears the judgment of others. Has also been looking at puppies as a soothing mechanism but decided not to

Plan

Talked a little about IFS and this made sense and she wanted to know more about it.

03/02/2026

Attended

Subjective:

Her life is dominated but the potential separation from her husband. At the moment, he is 'love bombing' her and being the model of a perfect husband. But she feels this will not last as she has been through this loop several times before where he as been perfect and then his need for control reasserts itself and he starts criticising the kids first and then she gets annoyed, bottles it up, and then eventually explodes.

She has appointments with SW, CPN and Women's Aid set up for next week. At the moment, their advice is all towards saying she should leave. I told her today that my job was to try and help her see her options clearly so that she could make a better decision.

Her husband's business folded last week - it was to do with retailing children's play items, and had been going into debt for a while. It is unclear what financial implications this might have, but he said to her that he could not face losing the business and her and that would mean he would commit suicide. He went missing for a whole evening and would not respond to her calls and she feels this was a means of sending her a warning of sorts.

She watched a documentary about abuse and saw many parallels, including potential escalation to violent physical abuse and its the first time she has been frightened of him.

10/02/2026

Attended

Objective:

Looking tired and was tearful quite often. Feels her situation is hopeless as she cannot see whether to leave or to stay is best but she is 95% sure she wants to go and 5% that she should stay.

Assessment:

Has not gambled because husband controls the finances and also the internet. If they so separate, then she is really concerned that she will be unable to keep herself in check and end up spending all the money she should be using for kids clothes and food.

Plan:

Because of the potential to relapse, we discussed the option of dealing with the here and now or focusing on the gambling addiction. When in detox, she was only given drugs and no psychoeducation or strategies for dealing with the cravings, so that will be the place to start.

24/02/2026

Text reminder sent yesterday and request was accepted by me, from her, to make it a telephone appointment.

Left two voice mails at 11, 11:05 and text message at 11:15 as she did not answer the phone.

Let her know that I would not be here on 3rd and 24th March

DNA

Subjective:

Had messaged to tell me there was a lot to catch up on but she turned out to be 15 mins late. I was able to extend the time as it was lunchtime. The reason she was late is that her social worker appointment overran.

The children are now subject to a child protection order - this decision was made last Wednesday via a multi agency meeting that both her and her husband attended.

He went missing recently and she called the police to find him - she believes he is burying his head in the sand and not facing the situation. They went on a weekend recently to try and smooth things over but it did not really work. He is still "love bombing" her which she finds annoying.

Talked about how it was "all too much" and I investigated what this meant in terms of ending her life and she confirmed that she did not have a plan but feels overwhelmed. Recognises that this does come in waves and it will ease. She is reconciled with her sister who has always been a good level of support.

10/03/2026

I gently explored the limits of confidentiality and that I might have to extend that if there was a possibility that she was about to harm herself.

Attended

Her CPP has promotion and will be leaving but not getting replaced as CPN feels that she is in a good place and is much stronger -but Stacey experiences this as the CPN not bothering about her and therefore feel abandoned.

I asked what she is getting from our sessions and she felt it was helpful as she was able to offload some of the stuff that was on her mind and not feel judged or get her kids taken off her.

Objective:

Became tearful a few times and expressed her frustration that things are like they are.

She doubted my point that she is strong and felt I was just being nice to her. We talked about that

Assessment

Has gambled £100 due to getting a new phone and not having yet put the gamblock on it. She said she ran out of funds but now has the block on the phone. She was disappointed with herself as she

had been doing so well.

Plan:

Check in again on the suicidal ideation and her relationship with husband and how the CPO is working out with the children/

Subjective:

Told her husband to leave and he did for a few hours. Now they are going on holiday next week for a couple of days and he said that if things are not improved by next Wednesday then he will leave then, but all his stock from his business is still in the house, so that would necessitate him coming back.

Has talked about self harm but says the reason she does not is that the kids will suffer.

She has now made the decision that she does not want to be with her husband which is a good step forward for her in that she is making the decision - just needs to find a way to enact it.

Is worried about the ending of the relationship with CPN after 5 years.

17/03/2026

Attended

Objective:

Looking tired and slightly slurry of speech. She did smile a few times and laugh, but that is very rare.

Assessment:

Husband has given her his credit card and told her she can gamble as much as she wants as long as she does not leave him. She wants to put gamblock on.

Plan:

Put the gamblock on all her devices at home

Client had a prior meeting which overran. We agreed to re-appoint for tomorrow as she is keen to use the session.

31/03/2026

Cancelled by Client
<24 hours

Spoke with Nicola about extending her session by up to four as she has been let down by other services such as her CPN who has left and it might appear that too many people are leaving. She agreed we could off this.

Subjective:

Asked her if she wanted to extend by another four sessions and she willingly agreed. I did check this with Nicola.

We went through problems with her husband but still no resolution.

It was made clear it was her choice what to do

01/04/2026

Objective

Seemed a bit lost and tearful, but also determined to make some changes but with support

Attended

Assessment:

Still gambling and thinks it's getting worse. Spent £500 since last time I saw her two weeks ago

Plan:

Put the game ban on the lap top.

07/04/2026

Attended

Subjective:

Asked S to leave again. They are due to go to Piper Dam for a two day holiday with kids and her sister, but she is saying she does not want to go and does not want to be coerced into going. S has been charged for threatening father-in-law with screwdriver. Finished a little early as kids were coming in and pestering her.

Objective:

Was more resolute. Has a meeting with Adult Protection next Thursday to decide if she is at risk and she thinks she is. Asked if she had been in contact with Women's Aid and she has got a contact name but not engaged with the service. She said she is exhausted but actually sounded clearer and more determined.

21/04/2026

A request came in from MMA about sharing case notes. This is to do with getting compensation for her time at Carsview. I said we will discuss at TCA and again with her to decide what parts of her notes she is comfortable receiving.

Attended

Assessment:

Two weeks ago was gambling every day and £100's per time. Last week it was getting less with some gaps. She said she is determined to beat it and knows she can. Has not gambled yesterday as S had shut off the internet. Has not gambled today so far even though internet back on. Normally goes to bed at 9 and has family coming today so only had 4 hours to fill and is going to be busy. Is noticing that when she is busy with purpose, then she can be distracted from thinking about gambling

Plan:

How did it go with going to Piper Dam. Did you put game ban on the laptop.