

Case Study of a St. Mungo's Broadway Client

Client X is an entrenched rough sleeper who slept rough in Oxford for more than 10 years. Client X was assigned to the case load of the Personal Budgets Worker (PBW) in September 2014 who was a member of the Outreach team. Through consistent enforcement action from Thames Valley Police TVP and the Oxford City Outreach (OCO) client X accepted a No Second Night Out (NSNO) bed. Prior to this he had not been accommodated in hostels for several years and repeatedly declined to engage with workers from OCO.

Client X is a Making Every Adult Matter (MEAM) client who has previously been diagnosed with Paranoid Schizophrenia. Over the past two years OCO saw a decline in client X's mental health and made various attempts to link him in with mental health support. Due to the chaotic nature of client X and his paranoid beliefs he did not attend mental health assessments and therefore did not qualify for support. Client X had several short prison sentences whilst rough sleeping and staff from OCO linked in with the police including client X's Visor manager and the prison resettlement team to seek appropriate accommodation options and mental health support for client X whilst he was in prison. This was one of the few places he was stable.

The pathway for all clients is to access the Sit-Up Service prior to a NSNO bed; in the case of client X a shared environment would have been challenging for him so we were able to bypass this. Once in the assessment bed client X worked with the No Second Night Out (NSNO) team to move him up to a more permanent bed in O'Hanlon House. Early recognition of the difficulties he may have was key to building a rapport with client X; his stay in the assessment bed allowed him time to adjust to a new environment and build trust with staff. Client X has now been accommodated in O'Hanlon House since 12/01/15 and will continue to work with staff to consider his move on options.

Joint work has been taking place between the OCO and O'Hanlon House key worker to meet with client X to understand how he is coping in the hostel. Client X is now talking about wanting to access more stable and independent accommodation. The recent breakthrough has been that client X has now begun to talk about his mental health and has been actively participating in a referral to mental health supported housing via MIND Response. This has not been possible in the past as client X has not been willing to participate in the process.

Whilst rough sleeping client X has been referred to the Housing First project, housing via Oxford City Council and other more bespoke housing. In order to find the most appropriate accommodation for him we have been looking at a number of different options.

There are on-going challenges in supporting client X as he has been defecating in his room and displaying poor personal hygiene. O'Hanlon House are going to implement a contract for client X to sign up; the aim will be to encourage appropriate behaviour and conduct whilst residing in his hostel. One creative solution to engagement with client X was to purchase him an MP3 player, the Outreach worker encouraged client X to talk to his key worker about the way to use it, charge the device. This was worked well for his key worker to build a positive working relationship with client X. Client X now willingly approaches O'Hanlon House staff members and during these interactions has started to talk about his mental health, which has allowed staff to monitor client X and provide valuable feedback to his GP and Visor manager. Although mental health services are currently monitoring client X there is no current intervention or formal support for client X meaning that

homeless services are having to support this. This case study reflects the increasingly complexity of clients being referred to the Adults Homeless Pathway in Oxford.