

Service user case study template

Name: Mick *

Age: 58

Scheme: Homeless Services

Location: Birmingham

Brief overview of the customer's situation:

Mick is a 58 year old male who came to Trident Reach's homeless hostel, Washington Court, after being homeless and living in various hostels for the last 5 years. He had become entrenched in the homeless scene and was unwilling to access support to address his alcohol and mental health issues. He had no GP or active benefits claim in place when he came to Washington Court and was living day-to-day via street begging. Mick was aware of all the different soup kitchens in the City and accessed these for hot meals.

When did they move into supported housing?

Over 6 months ago.

How did this make a difference to their life? How has their life changed?

The challenge was to build up Mick's trust and respect in a non-judgemental way in order to facilitate and support him to engage with both primary care and specialised agencies, in order for him to receive the correct medical and economic support. Mick had to accept the need to live in supported housing and to realise his current life choices were having a negative effect on him as his health was deteriorating. Having built up trust and rapport with Mick, he allowed staff to make a referral to social services to carry out an assessment on his care needs. Mick accepted social service care and support and was successfully moved into supported housing. Mick now has all benefits in place and his alcohol usage has reduced.

Where would they have lived if it wasn't for supported housing? What might have happened to them?

Mick would have remained homeless.

What does supported housing mean to them?

Supported housing has enabled Mick to take responsibility and have a better understanding of consequences of his actions and the impact he can have on his own health and wellbeing.