

Service user case study template

Name: Stephen *

Age: 57

Scheme: Homeless Services

Location: Birmingham

Brief overview of the customer's situation:

Stephen is a 57 year old male who came to Washington Court after residing in a number of hostels and shared accommodation; along with periods of sleeping rough and being admitted and discharged from several hospitals. He is alcohol dependent, has poor memory, and has limited mobility. Stephen also has fluctuating capacity and lacks the ability to complete simple daily tasks like showering, preparing food and attending appointments. The combination of his support needs made him extremely vulnerable to abuse and self-neglect.

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?

There were several challenges presented throughout Stephen's time at Washington Court. The immediate priority was to provide access to Stephen due to his care needs and reduced mobility. He would also require intense support to engage with primary and specialist healthcare agencies, social services and drug and alcohol services. Furthermore, whilst building a support network around Stephen, he would need to be monitored and assisted on a daily basis to complete simple tasks to ensure that there was no immediate risk to his physical and mental wellbeing.

Stephen is now living in adapted accommodation, which also provides specific onsite support that ensures that he is appropriately safeguarded against self-neglect and other forms of abuse. The most significant benefit is that Stephen has the support network that he requires around him at all times. He has the ability to live independently with a long-term provider and has broken the cycle of moving from one temporary accommodation to another.

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

Stephen would still be homeless and in and out of hospitals.

What does supported housing mean to them?

Due to supported housing, Stephen can now live in an environment where he has more freedom and no longer needs to be afraid. He now has a team of professionals around him who can support him with anything he might struggle with. His mobility has improved and he pays more attention to his personal hygiene, which has had a positive impact on his confidence and overall quality of life.