

Case studies from the Housing Enablement Service

1. Mr X came into hospital, following an infection had an unplanned below knee amputation. He now is unable to return to work as job involves driving. Family and partner unable to accommodate and not able to support with a move. Has never lived independently, always with someone i.e. brother or partner (not ever run own tenancy or finances before). Had nowhere to go and no income.

Completed housing application whilst in hospital as well as ESA claim over the phone to ensure has sufficient funds, this will support housing benefit claim one housed.

Contacted local authority to start homeless application whilst in hospital and ensure had temporary accommodation arranged for a week with wheelchair access. Contacted RVS service for food parcel to ensure enough food until benefits started.

Then a permanent level access bungalow found in area near family for support. Also referral for support in the community to help manage the tenancy and make sure it is maintained.

2. Mr N (over 60) came into hospital after being found unconscious. He was assessed on the ward, not street homeless. He had been living in Canada and had come back to the UK to settle. He was supposed to stay with his ex-partner but this had not worked out. Mr N has no other relatives or friends to support him, he only has limited clothes, no phone, is unable to use internet or computers independently and no financial information.

Mr N was found a room in a shared house, all bills included. Assisted Mr N with housing benefit claim, DWP – pension credit claim, changing banks to UK and getting set up in the community with things like a GP, joining local library and accessing clothes.

3. Mr B, admitted due to multiple heart problems very depressed. Friends identified at discharge point that Mr B was living in the dark, had no money, worked minimal hours and no way to pay for utilities, also in rent arrears.

Mr B initially reluctant to engage with the service, helped with ESA claim over the phone for him to ensure had enough money to support himself. Arranged a new card for the utilities in the property as well as a food parcel, support was provided to help ease back into the property and finish the ESA claim, as well as resolve rent arrears build up whilst in hospital. This reduced anxiety of patient, able to return to own property. Mr B has since returned for short stints in hospital due to his heart condition but not a long stay with delayed discharge due to housing.

4. Elderly gentleman, Mr M came into hospital with heart and diabetes issues. Unable to speak English, family unable to accommodate any longer due to violent outbursts. Had some access to pension, but has never lived independently. Found a private rental, close enough to family to support with care. Helped with interpretation and paperwork, used grant to pay for deposit and bed. Liaised with local authority with regards to setting up benefits claim. Helped family to arrange care and support for Mr M until partner is able to come and care for him from India.

5. Mrs F, a frequent attender at hospital and known at A&E, has refused to return home previously because of issues at property. Mrs F has been using alcohol excessively and having falls and self neglect (had an enablement package of care in place).

Made contact with son, mentioned alcohol issues but also property is 2nd floor and difficult for her to access and is independent living which she isn't capable of, he can offer some care but getting too much, he wanted her to be somewhere safer not sure of how to go about it. Supported Mrs F to apply for sheltered housing nearer to her son. Arranged viewing and worker attended, worker

supported with sign up. Have helped with housing benefit claim, to get her set up and end old tenancy. Supported Mrs F's applications for cooker, fridge and other items for accommodation and provided support with a PIP (DLA) application. After three admissions from June to July 2015 has not been back into hospital yet.

6. Mrs M came into hospital with heart problems. Admitted and treated for a few months, does not speak English. Had moved around the hospitals and lost a lot of belongings. Brother visited from Europe for a week but had to return, he expressed concerns about her rental property being available to her when she is discharged.

Mrs M had no contact details for the property except a shop nearby where she believed the relative of the landlord was. Went into the community to locate the landlord and explain that the rent had not been paid as Mrs M in hospital, arranged payment dates. Mrs M now unable to do the job in the factory she had because of heart condition, claim for ESA started with worker interpreting. Once discharged worker supported in the community to make sure finances were in place and landlord was paid making sure home is secure.

Case studies from Housing Support Officer

- 1 Mr N was referred by the Housing Enablement Officer as he needed support with his housing needs following a leg amputation. After completing a home visit, it was identified that Mr N needed help to find alternative accommodation, manage his finances and obtain essential furniture.

Mr N was assisted to contact his housing association to request a property transfer and he was offered a property which he accepted. After moving into his new home, Mr N was supported with benefit claims and to set up utility accounts. Mr N was also referred to a local charity so that he could acquire furniture for his new home. Mr N's mobility needs had changed so he was also referred for an OT assessment in the community and as a result of this, property adaptations were carried out.

Mr N also struggled with forms so he was referred to a form filling service so that he could receive help with a Personal Independence Payments application.

The case was closed once Mr N was settled into his tenancy and his benefits were in place.

- 2 Miss H was referred by the Housing Enablement officer as she needed support due to being rehoused.

Miss H was previously in private rented accommodation but it was not suitable for her due to mobility needs.

Miss H was anxious about moving as she struggled with sorting out paperwork/ setting up utility accounts.

A home visit was carried out so that D could support with setting up utility accounts, complete change of address for benefits and also complete a new Housing benefit claim. Miss H was in credit with her gas and electric supplier for her previous property so she was assisted to request a refund.

The previous property was fully furnished so Miss H needed help to acquire essential furniture such as a bed, cooker, fridge/freezer and microwave. A Local Welfare Provision application was completed and Miss H was awarded a bed, fridge/freezer and microwave. An application to a local charity was also completed in order to request a cooker, this was also awarded.

Miss H was also supported to register with a local GP and dentist so that she could access health services in her new area.

- 3 Mr N was referred by the Housing Enabler as he had recently been rehoused into a shared house. He was previously living abroad therefore he was supported to inform the Pension service that he had moved back to the UK.

Mr N was assisted to complete a new Housing Benefit application and provide the relevant proofs. I also liaised with Housing Benefits section to ensure that the claim was processed.

A furniture pack was also provided as he did not own any household goods. Mr N was also referred to a local charity for a food parcel as he was on low income.

After completing a financial assessment, it was identified that Mr N was eligible to claim Pension Credit. He was supported to complete a new Pension Credit claim.

Mr N also received help with registering with a local GP practice and dental practice.

- 4 Mr P was an inpatient in hospital and was medically fit to be discharged but it was identified that he could not return home as there was no electric and there was also a repair issue.

Mr P did not have any income so could not afford to top up his for his electric pre-payment card. The local council was contacted so that we could assist Mr P with a Local Welfare Provision application for financial assistance with a fuel payment. The application was successful therefore Mr P's electric pre-payment card was topped up.

After completing a benefits check, Mr P was supported to complete a new application for ESA. We also liaised with the staff on the ward to request that a medical certificate was provided.

An application to a local charity was completed and Mr P was awarded some vouchers and cash so that he had money for groceries and fuel payments until his benefit claim was processed.

The relevant housing repairs team were contacted so that an emergency repair could be carried out.

Once discharged, Mr P was anxious about his finances as he was behind with payments for his rent, council tax and utilities. A home visit was completed so that D could support with benefit claims and arrange payment plans for bills.

- 5 Ongoing case – Mr Y, has a rat and mouse infestation. D is looking into supporting with clearing property and eliminating problems. In process as asbestos found will keep updated.