

Case Study:

Homelessness and mental health

Supported Housing



History

The Service User was referred to a North Wales Housing hostel after a relationship breakup and being unable to sustain a tenancy. He suffered with depression and anxiety and had been referred via Probation to an anger management course due to relationship issues. He was able to maintain his tenancy at the homeless hostel for several months and was then able to move on to a new NWH move-on property.

This is a huge step forward in terms of being able to cope with day to day living and no longer suffering from debilitating depression and anxiety.

Family circumstances

The service user had, and still has, a good relationship with his brother. Relationship with ex-partner and child had completely broken down until recently. He was very much missing being able to be a father to his young child and felt he had failed in this important role.

Situation / Circumstances identified by NWH Staff

NWH staff identified that the service user required the following support to:

- Budget
- Maintain tenancy
- Manage mental health
- Identify motivation/goals
- Engage with and complete Probation Anger Management Course
- Re-establish a healthy, platonic relationship with ex-partner and contact with his child

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Actions

- Acquire items for move-on
- Set up utilities
- Budget for utilities
- Apply for housing benefit
- Manage ESA claim
- Attend relationship management course through Probation
- Assist with future application for move-on
- Attend GP appointments and manage mental health
- Re-build and establish relationship with child and manage platonic relationship with ex

Outcomes

Support from NWH staff has resulted in the following outcomes for the service user:

- Acquire items for move-on
- Set up utilities
- Budget for utilities
- Apply for housing benefit
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For more information about North Wales Housing and the services it offers to help tackle homelessness visit:

www.nwha.org.uk/find-a-home/homelessness-services/