

Mental Health & Housing

**the design and commissioning of Mental Health and Homelessness
services**

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This presentation will cover:

- Who Gofal are and what we do;
- Today's topic:

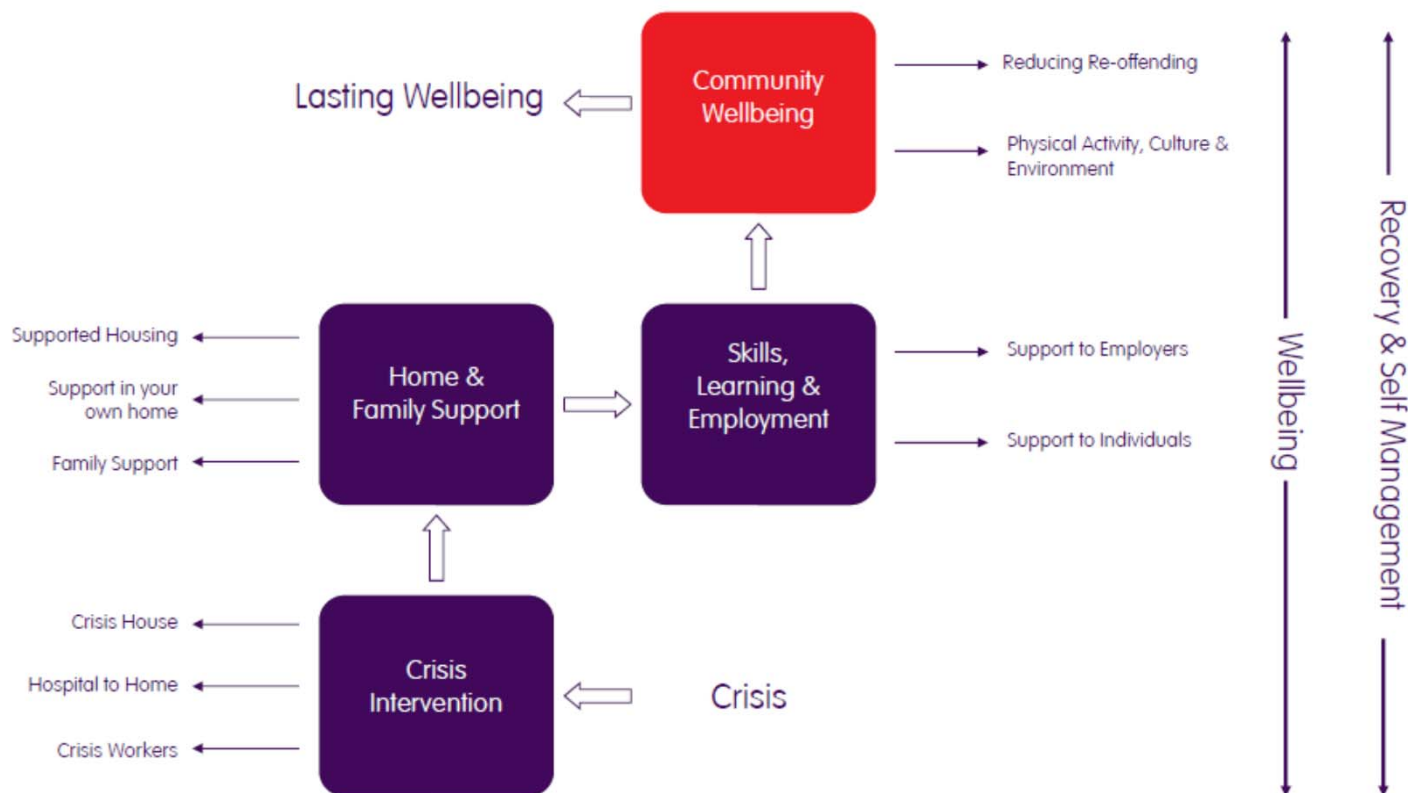
“This workshop will explore the design and commissioning of Mental Health and Homelessness Intervention projects in the Vale of Glamorgan and Rhondda Cynon Taff.

We will also look at the Gofal Crisis House Development in Cardiff and the Vale of Glamorgan”.

Demonstrating our impact through our experience

- Over 22 years experience and long established history
- Expertise in mental health, but wide experience of addressing a range of needs
- We work to a pathway model through service
- Crisis – stability – settled accommodation and support – developing confidence and resilience – exploring sustainable options (training/education/work)
- Across RCT and in other areas we have developed this model of service that supports individual on their journey
- Evidence tells us that working intensively can bring positive results, address a crisis, provide the stability to develop longer term sustainability, keep people out of other statutory services

Gofal Services Model/Pathway



Mental Health and Homelessness Intervention – the Vale and RCT

- Originally commissioned through SPD funding
- Now jointly commissioned with each Local Authority Social Services Department and the Health Board
- Working to prevent address homelessness occurring
- Looking to support effective planned hospital discharge
- Offering mental health expertise in a housing setting / housing expertise in a mental health setting
- Supporting effective discharge, rehabilitation, useful as a preventative measure in addressing homelessness
- Securing accommodation on discharge, impacting strategically on DTOC, B&B figures
- Link into a pathway model of service provision / crisis intervention and prevention
- Providing effective evidence of positive joint working with the Third Sector supporting statutory functions and duties

Crisis House – Cardiff & Vale of Glamorgan

- The first model of its type in Wales
- Originally commissioned through BIG and Health partners
- Now commissioned through Health as an integral part of crisis provision
- Working with a client group known to statutory services
- Acts as an alternative to acute hospital admission, meets the early discharge agenda and supports a pathway of resettlement into the community
- Prime example of effective and efficient joint planning and working
- Service is gate-kept by Health partners and delivered by Third Sector, linking into other statutory and voluntary sector provision

Demonstrating our impact through our experience

- Crisis House – working with (120 people each year) people with complex needs and providing focused short term interventions that moves people on successfully from/keeps them out of an institutional setting
- Mental Health & Homelessness Intervention - working with people in crisis and homelessness services across Wales (1100 people a year) – where managing the transition for people is the key to success
- Offering planned discharge and resettlement from an institutional setting with wrap around and follow up support
- Both models demonstrate a key understanding by all partners that accommodation is the starting point to work with people on longer term sustainable solutions

Lessons learned

- The benefits of joint service planning and design
- Agreeing joint aspirations and key outcomes at the beginning
- Ensuring an operational and strategic 'fit'
- Ensuring a regular process of review
- Retaining the flexibility to tweak service delivery models/respond to changing need
- Delivering a flexibility of service provision
- Overcoming perceived or real barriers to joint working
- Measuring the positive impact of joint working on organisational relationships and in strengthening the 'voice' of the Third Sector

Questions and contact details

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