



Cwm Taf Case Studies 2016

CWM TAF CASE STUDIES 2016

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Please note all names have been changed to protect the identities of our service users.

Forward



Cwm Taf Regional Collaborative Committee Chair – Councillor Linda Matthews

As the newly appointed Chair of the Cwm Taf RCC it has been my pleasure to pull together this collection of case studies from across Cwm Taf. More and more it is important to demonstrate the value of the services we provide. But this goes further than the monetary cost savings that they make.

I was pleased to see that so many of the services that we commission in Supporting People across Cwm Taf are making a resounding difference to the day to day lives of those who are most vulnerable across both local authority areas. This case study document is the first in a series that we will be producing to show the human aspect of the effect of the services we deliver alongside the cost savings they have made.

Short Term Services

People with Criminal Offending History

Personal Details:- 'JJ', aged 46, Merthyr Tydfil

Personal History:- JJ had been homeless for a number of years, having moved to Wales from Ireland. He had issues with Alcohol abuse and had recently left prison following a lengthy sentence for violent offences. He was on a low income of only £55 per week, as there were deductions being made from his benefits. Out of this he was expected to pay a £9 per week top-up on his rent, it is fair to say he was at risk of malnutrition. The property he had moved into also had damp and needed several repairs.

Organisation:-ADREF

Project:-Newstart

Support Received:- Having just moved into property from a Direct Access Homeless Hostel, JJ had not held a tenancy of his own in this country and had no furniture etc. JJ was referred to ADREF's 'Newstart' Project, which is specifically designed to assist people with offending issues. JJ was assisted to address the repairs needed at the property. He was also assisted to look into maximisation of benefits, as it was clear that he should be in receipt of ESA plus PIP due to his medical conditions which included DVT which stopped him from getting around very well. JJ was also assisted to address his offending behaviour and alcohol abuse issues in order to keep him out of custody and to maintain his current home. JJ was assisted on a number of occasions to access emergency medical help after collapsing in his home.

Outcomes Achieved:-

- **Feeling Safe:** During the period of support JJ was targeted by individuals in his area, that tried to get him to let them stay at his home and this was causing issues with his tenancy. It was also having a negative effect on his alcohol intake as he was drinking more due to the stress. His Tenancy Support Officer managed to get an agreement from local police to keep an eye on the property, in order to help JJ with gatekeeping at his home. With his Tenancy Support Officer's help; JJ also managed to self-detox on a number of occasions, which eventually led to him becoming alcohol-free.
- **Managing Accommodation:** His Tenancy Support Officer assisted JJ to report repairs needed at his property, and to get them completed to his satisfaction. At the same time, thanks to increases in his income, JJ was able to clear his arrears of rent and was better placed to manage his rental top-up during his time in the tenancy
- **Managing Money:** During his period of support, JJ, (through the efforts and at times sheer persistence of his Tenancy Support Officer) saw his income rise from £55 per week, to £342 per week. It should also be noted that JJ also received lump sums of ESA, PIP and SDP amounting to over £10,000. This effectively resolved all of his financial issues.

- Physically & mentally well: During his support, JJ was in a very poor physical condition, due to both his alcohol intake, and his existing issues caused by DVT. His Tenancy Support Officer was able to assist JJ by accompanying him to his GP appointments, and advocate for him to be referred to specialised health professionals. It should also be noted that his TSO referred him to and then accompanied JJ to appointments with CDAT and CMHT. According to his own words, JJ would not have attended any of these without his Tenancy Support Officer's accompaniment.

Future Plans:- JJ now wants to move properties to a more upmarket tenancy, and his Tenancy Support Officer has procured a donation from the Talisman Trust of £800 towards this end. This will allow for a bond and rent in advance. JJ is currently alcohol-free, and wishes to ensure that he keeps getting the correct treatment for his physical disabilities.

Length of time supported & Cost to Supporting People:- 22 months and approximately **£18,000**

Prevention:-

- Anti-social behaviour (costs the Police and Local Authority approximately **£500** per incident*)
- Offending (one year in prison costs the Criminal Justice System approximately **£3,785***)
- Homelessness advice & Support (Costs Local Authorities **£642** on average per use per scheme*)
- Alcohol Misuse (costs the NHS approximately **£1800** per annum per dependent drinker*)
- A&E attendance (costs the NHS in excess of **£109** per visit*)
- Hospital Inpatients (costs the NHS an average of **£1807** per person, per episode*)
- Ambulance Services (costs the NHS **£216** per call-out*)
- Adult mental health – depression/anxiety (costs the NHS **£830** per person per annum*)
- Mental Health Inpatients (costs the NHS **£429** per bed, per day*)
- Mental Health Outpatients (costs the NHS **£140** per attendance*)
- Adults with physical difficulties in residential care (Costs Local Authorities **£829** per week per bed*)

*(These potential cost savings have been estimated using the Unit Cost Database Version 1.4 created by the New Economy Greater Manchester which can be accessed at: <http://www.neweconomymanchester.com/our-work/research-evaluation-cost-benefit-analysis/cost-benefit-analysis/unit-cost-database>

Single People with Support Needs

Personal Details:- 'BC', aged 34, Merthyr Tydfil.

BC is a single mother with physical and mental health issues. She was not taking her prescribed medication for her conditions and was not dealing with any issues in her house. BC lived in a private rented property and had been served an eviction notice as rent had not been paid in almost a year. The eviction process had progressed too far and BC's tenancy could not be saved. BC had no personal or Housing benefits in place.

Personal History:- BC had a relationship breakdown and had moved into a private rented accommodation with her daughter aged 11. BC had never maintained her own tenancy. She was in employment on a zero hour contract and did not know she could apply for benefits. BC did not realise that there was support available that could assist her with tenancy issues. She fell into rent arrears and became depressed and anxious so she started drinking alcohol as a coping mechanism. She would not leave the house so she lost her job. She applied for Job Seekers Allowance but due to her mental health she did not attend appointments with the job centre so her Personal and Housing payments were sanctioned and eventually cancelled. BC's Health continued to deteriorate and she stopped taking all of her medication. BC was trying to sustain her house on Child Benefit and Child Tax Credit. Rent had not been paid for nearly a year and the landlord served an eviction notice. A friend of BC called Adref asking for help/advice.

Support Received:- BC received support to claim relevant personal benefit and to make a homelessness application. BC was encouraged and supported to re-engage with health professionals who prescribed medication and supplied her with a medical certificate for her Employment Support Allowance (ESA) claim. BC was supported to liaise with housing services in order to find suitable accommodation before her eviction date. Unfortunately no suitable properties were sourced by her eviction date so BC had to go into bed and breakfast and her daughter went to stay with her father. BC was supported to find storage for all of her and her daughter's belongings. BC and her Tenancy Support Officer continued to pursue local housing associations and housing for a suitable property. A few weeks later BC was allocated property in the area which she wanted to live in. BC was supported to sign for her tenancy, apply for Housing benefit and to set up the new tenancy. BC was assisted to apply for a Discretionary Assistance Fund (DAF) for priority items which she was awarded. BC was supported to apply for Personal Independence Payment (PIP) for her physical and mental health issues. She was awarded higher rate for care and mobility. Initially BC's ESA benefit was declined after her medical assessment. BC was supported to appeal the decision and after a lengthy wait she won the appeal and is now in the ESA support group and her benefit payments backdated. BC is settled into her new property which she loves. BC is managing her finances and feels more confident in dealing with day to day tasks as well as her medical issues.

Outcomes Achieved:-

- Feeling Safe: BC and her daughter now have secure accommodation. Her daughter is now attending school and receiving free school meals.
- Managing Accommodation: All priority bills have been set up to be paid automatically, furniture has been purchased, the mail is being opened and dealt with and BC is attending all relevant appointments.
- Managing Money: All relevant benefits are in place and a payment plan has been arranged to address past arrears.
- Physically & mentally well: BC is now engaging with medical professionals to get help and is taking prescribed medication.

Future Plans:- BC wants to manage independently, keep on top of her bills and arrears. She wants to manage her health to be able to find employment in the future and be a good mother.

Length of time supported & Cost to Supporting People:- 11 months and approximately **£5,000**.

Prevention:-

- A&E attendance (costs the NHS in excess of **£109** per visit*)
- Hospital Inpatients (costs the NHS an average of **£1807** per person, per episode*)



Young People aged 16 – 24

Personal Details:- DE, 19, RCT

Personal History:- DE was reliant on benefits and had been homeless. DE was estranged from his family following a relationship breakdown. He was unemployed and had recently been placed in a HMO which was poorly maintained. DE felt vulnerable sharing with a prison leaver who had physically assaulted a fellow tenant. The property's kitchen had also flooded on Christmas Day. DE was unsure of Housing Benefit/ Council Tax entitlement. DE was not very good at budgeting and was unemployed.

Support Received:-

DE was referred to Action For Children's Youth Support Team who offer floating Support to enable Young People to sustain and manage their tenancy independently.

- He was assisted and supported to Liaise with Council, Housing Advice Centre and landlord agent regarding the condition of property.
- He was supported and encouraged to communicate with Housing Benefit Department when change of circumstances occurred.
- He was assisted to complete appropriate housing benefit applications and to complete and submit a new Housing Application for social housing.
- DE was encouraged to adhere to an agreed budgeting plan to ensure household costs were met.

Outcomes Achieved:-

- **Feeling Safe:** Following support DE moved to a much improved accommodation where he felt safer.
- **Managing Accommodation:** DE has recently independently negotiated with a private landlord and moved into an affordable private rented apartment in an area of his choice with his partner. He is now managing his tenancy without support
- **Managing Money:** Following signposting and advice DE received a Tax Rebate of £200.00. DE is no longer benefits dependent. He received an Action for Children Grant to purchase Tools and Safety Clothing. DE is now employed 5 days per week with a construction company and works some weekends sub-contracting to Network Rail. He is managing his finances independently and ensures all household costs are met by following a budgeting plan.

Future Plans:- DE's long term goal (once he has gained enough experience) is to become self-employed and secure a mortgage with his partner who is also in full time employment. He has recently passed his theory driving test and is undertaking driving lessons that will open up further employment options for him.

Length of time supported by Supporting People: - 12 months

Prevention:-

- Homelessness advice & Support (Costs Local Authorities **£642** on average per use per scheme*)

Young People aged 16 – 24

Personal Details:- FG, 19 years old, Rhondda Cynon Taf

Personal History:- FG moved into the Grange due to her being estranged from her family and unable to live in the family home. She moved into the local area where she started to have contact with her father but could not stay at the home address due to overcrowding. FG was homeless and was placed at the Grange. The Grange is a hostel for young people aged 16-24, situated in the Pontypridd area. In this 10 bed hostel, residents are supported to gain independent living skills and are supported towards a pathway to employment, training and education.

Support Received:- FG was placed at the Grange (run by ADREF) on 12/07/2016 and was not deemed a priority case so staff ensured she was able to bid for properties as soon as they became available. FG was in no form of education or training and just seemed very directionless and hopeless as to where she goes from here. An emergency appointment was made so that FG could start bidding on the system for suitable properties.

Outcomes Achieved:-

- **Feeling Safe / Contributing to the safety & wellbeing of self and others:-** FG was provided with a room at the Grange where she felt safe and started to build relationships with other residents.
- **Managing Accommodation / Managing Relationships / Feeling part of the Community:-**
FG moved into her own property, was supported to apply for a discretionary assistance payment to purchase basic furniture items. ADREF staff also liaised with local charity shops to source items not covered by the discretionary payment.
- **Physically Healthy / Mentally Healthy / Leading a Healthy, Active Lifestyle:-**
Since accessing the Grange FG's self-esteem has grown she has developed a can-do attitude and is a very confident individual who just needed support to get back on track and help her to achieve her personal goals.

Future Plans:- Since FG has moved out she is starting to build her new home and is really enjoying living independently. FG has also been asked to go back to the Princes Trust to become a mentor and has been offered a placement on a coaching course to be able to coach other young people.

Length of time supported by Supporting People:- 5 Weeks

Prevention:-

- Complex eviction (Costs Local Authorities or Registered Social Landlords **£6680** on average per eviction)
- Homelessness advice and support (Costs Local Authorities approximately **£642** per person per scheme).

Personal Details:- 'HI', 21 years old from Merthyr Tydfil

Personal History:- Prior to accessing hostel services HI had an unsettled way of life, when he was 16 years old his father passed away. He then had one failed tenancy of his own before going to live with his mother. When their relationship broke down, he found himself homeless again. HI had concerning mental health problems and his main goal was to re-engage with health services.

Support Received:- HI was supported to learn new practical living skills these included budgeting and domestic tasks. He was supported to engage in a ten week course called 'cooking on a budget'. He was supported to attend house meetings which would help to build his confidence around other people. He was encouraged to join the Adref SFW football team this helped him improve his mental health as well as his general fitness. He received support to get appropriate benefits in place as well as to budget his income so he could financially support himself on a low income. He attended an OCN Tenancy Ready Course and was assisted to register with a local GP and supported to attend a mental health assessment. He has since received support around training and employment and anger management.

Outcomes Achieved:-

- **Feeling Safe / Contributing to the safety & wellbeing of self and others:-** HI has made friends with his football team mates and in turn this has improved his social skills which will be helpful for living in the community. Football helped HI with his mental health and his general fitness. He continues to take part in football regularly.
- **Managing Accommodation / Managing Relationships / Feeling part of the Community:-** HI was supported to attend the OCN Tenancy Ready Course. This gave him the skills and confidence to manage his own tenancy.
- **Managing Money / Engaging in Education or Learning / Engaging in Employment or Volunteering:-** HI was supported and given information and advice to maximise his income and was supported to apply for PIP. He was also referred to The Communities For Work Programme for support with training/employment. He also attended an accredited Level 2 food hygiene course.
- **Physically Healthy / Mentally Healthy / Leading a Healthy, Active Lifestyle:-** HI has now re-engaged with health services, registered with a local GP and has been prescribed new medication. His mental health improved greatly and he has attended an anger management course which has been very helpful.

Future Plans:- Since HI has moved into supported accommodation with Merthyr Tydfil Valley Homes he has continued to engage with the hostel football team and never fails to miss a training session or match. HI has picked up a little silver wear along the way (the Hafel Cup) not to mention his commitment in the league, in which he has been presented with a medal for his participation throughout the year. HI has grown in confidence and feels he is ready to stand on his own two feet now in the community and continues to look for full time employment.

Length of time supported & Cost to Supporting People:- Four months and approximately **£6000**

Prevention:-

- Mental Health Specialist Services (Cost the NHS and Local Authorities **£1866** per annum per service user).



Long Term Services

People with Learning Disabilities

Personal Details:- 'JK', aged 22, Merthyr Tydfil.

Living independently, with 25 support hours per week, delivered by DRIVE.

Personal History:- JK was living with her Father, Step-Mother and younger Sister in the Merthyr area

JK had limited independence and as was very dependent on her Mum and Dad for many things.

JK's parents wanted to move out of the area and JK wanted to stay in Merthyr. A referral was made to Drive for supported living. JK moved into a supported living house where three other ladies already lived. The house provided 24 hour support (which included sleep-ins) between the ladies.

While living in the supported living house JK learnt essential life skills, including cooking, understanding money and how to take care of herself. JK lived at this supported house for 2 years, before planning to move on to a different accommodation where further increased independence could be achieved. JK moved into a house in the local area with a friend. They required less support and no overnight sleep-ins. Recently JK reached her end goal of living completely independently and now has her own maisonette in Merthyr.

Support Received:-

- Planning and budgeting for weekly shopping and for other purchases/expenditures
- Prompting and support to report maintenance issues/arrange household repairs
- Support with finances, managing benefits and paying bills
- Emotional support to settle in new accommodation
- Support to manage tenancy issues i.e. rent arrears and inappropriate visitors
- Health and well-being, signposting and support to any services needed i.e. doctors, optician, dentist
- Planning events and holidays
- Guidance around home security and what procedures to follow when allowing someone into the maisonette

Outcomes Achieved:-

- **Feeling Safe / Contributing to the safety & wellbeing of self and others:-** JK was previously connected to Life Line, however in JK's current accommodation she felt safe enough to have an emergency number only for the supported living house JK used to live in. JK has good community link and knows many people. JK volunteers with a local youth club. JK has a good knowledge of home security, staff can support JK with this when needed.

- **Managing Accommodation / Managing Relationships / Feeling part of the Community:-** JK's independence and confidence has grown immensely over the last 3 years. JK may still require some prompting and support, for example reporting maintenance issues. JK has a great community presence which Drive staff have encouraged over the last 3 years. JK is very good at maintaining relationships with her friends and her colleagues at the youth project
- **Managing Money / Engaging in Education or Learning / Engaging in Employment or Volunteering:-** JK has developed her skills in managing money. She is able to pay her bills and manage daily finances. JK now has her own personal bank account with a card and PIN that she uses independently. She engages in many different volunteering opportunities with various organisations within her local community. She has also kept a close connection with her previous housemate and continues to attend skills development clubs close to her old address
- **Physically Healthy / Mentally Healthy / Leading a Healthy, Active Lifestyle:-** JK has developed the awareness and confidence to attend routine health appointments independently. JK still needs support for the more complex medical appointments. JK planned a walking group that she advertised through the Drive Website, she also organised a group to take part in the Race for Life.

Future Plans:- JK feels she has achieved everything she had hoped to in relation to her housing situation. She plans to live in her new maisonette for the foreseeable future.

She does not feel she would like to look for a new paid job, but would like for her placement with MTIB to develop into paid work. JK feels, in the foreseeable she will be able to manage her household with fewer staffing hours, but does not feel she would be able to manage without any support at all. JK would like to continue to participate in and facilitate training courses at Drive. She would like to get involved in different course topics. JK plans to do the Cancer Research Race for Life every year

Length of time supported & Cost to Supporting People:- Three years and approximately

£35000.



Older People

Personal Details:- LM, aged 60, Rhondda Cynon Taf.

Organisation:- Trivallis. **Project:-** SAFE

LM has literacy difficulties and requires support with welfare benefits and maintaining the property

Personal History:- Literacy very poor, no water, heating or electric at property. Has been eating food from bins and walking dogs for a few pounds a week. Has debt with Welsh Water and has been the victim of theft copper piping stolen from his home. LM is owner occupier. Support Received:- LM has been supported to apply for a NEST grant, to apply for Local authority improvement grant, crisis loan and ESA. He has been supported to apply to Care and Repair, gas and electric re-connection, council tax benefit, free bus pass and pension credit.

Outcomes Achieved:-

- Managing Money:-ESA £73.10. Bus pass awarded. Utilities reconnected. New heating system installed. Water supply and pipes connected, Welsh Water debt wiped. Grant received for window and door replacement and bathroom and toilet.

Future Plans:- LM's home is now warm safe and secure he has regular income so is eating well and able to maintain and improve his general health and well-being. Length of time supported by Supporting People:- Four months

Prevention:-

- Job Seekers Allowance (costs the DWP **£9800** per person per annum)
- Hospital Admissions (cost the NHS approximately **£1800** per episode)



Older Person

Personal Details:- 'NO', Rhondda Cynon Taf

Personal History:- An exclusion notice was served by his Housing Association after a fire at his rented property which unfortunately made NO homeless. The Local Authority did not owe him a housing duty under homelessness legislation. NO desperately needed support to find and maintain accommodation. NO also had other vulnerabilities including memory loss and low levels of literacy. NO was referred to Trivallis' SAFE team by the Housing Association.

Support Received:- NO responded well to a female support worker. There were concerns around memory loss and a previous history of alcohol abuse, though there was no current evidence to show that this was an issue. NO was supported to attend the housing office to register as homeless. He was supported to find emergency bed and breakfast accommodation, referred to MIND and Shelter, supported to attend a GP surgery, manage paperwork, use public transport, continue to engage with the project and to move to a supported hostel on a three month tenancy agreement.

Outcomes Achieved:-

Feeling Safe / Contributing to the safety and wellbeing of others:- NO now has safe and secure accommodation.

Physically healthy:- NO is now able to maintain independence and health to a much improved standard.

Future Plans:- NO is now being supported the hostel, who are able to work with him over a 3 month to enable him to maintain a tenancy and home.

Length of time supported by Supporting People:- 4 weeks

Prevention:-

- Anti-social behaviour (costs local authorities **£500** per incident)
- Moving Off benefits (JSA costs the DWP **£9800** per annum per beneficiary)
- Homeless application (costs local authorities **£2501** per application)
- Homelessness advice and support (costs local authorities **£642** per person)
- Alcohol misuse (costs the NHS **£1800** per annum, per dependent drinker)
- Adult mental health (depression and anxiety) (Costs the NHS approximately **£830** per person per annum)
- Other mental health (Including dementia) (costs the NHS and local authorities **£1866** per person per annum)

Older Person

Personal Details:- PQ, 57, Merthyr Tydfil

Current Situation:- Living in unsuitable accommodation, mental health issues, alcohol dependent and neglectful of his numerous medical needs.

Personal History:- Before involvement from Age Connects Morgannwg, PQ was living in a 2nd floor flat, and due to his ill health it was no longer suitable for his needs. The stairs to the flat along with numerous steps leading to the property were causing PQ considerable problems, leading to a number of falls and PQ didn't feel safe accessing his home. The stress of this and lack of interaction with friends led to deterioration of his mental health and increased alcohol dependency. This in turn exacerbated his medical conditions and memory issues, meaning PQ was not keeping up with his medical and mental health team appointments.

Support Received:- Working alongside his Drugaid Case worker, PQ was assisted with attending medical, mental health and Drugaid appointments. This led to a dramatic improvement in PQ's alcohol intake – even cutting alcohol out altogether for a number of months, and his mental health and memory saw a significant improvement. PQ was assisted by his Age Connect Support worker with moving to a bungalow in an area of Merthyr he had always wanted to live, and closer to a good support network of family and friends. As he now had a garden, PQ was able to keep a dog – something he had always done. This also improved his wellbeing, and physical health due to increased physical activity.

Outcomes Achieved:-

- Feeling Safe / Contributing to the safety & wellbeing of self and others
PQ's risk of falling is significantly reduced, and now feels much safer in his home.
- Managing Accommodation / Managing Relationships / Feeling part of the Community
PQ moved to a suitable property, is maintaining his accommodation independently and reduced his social isolation as he is closer to his support network.
- Physically Healthy / Mentally Healthy / Leading a Healthy, Active Lifestyle:-PQ's physical and mental health significantly improved, he has been much more active, and engages with alcohol support

Future Plans:- PQ is now steadily maintaining his accommodation and settled in nicely. He still attends medical appointments with support, and hopes to remain in his bungalow for the rest of his life.

Length of time supported & Cost to Supporting People:- Two years and **£5500**

Prevention:-

- Temporary accommodation (Costs local authorities **£107** per week)
- Alcohol Misuse (costs the NHS **£1800** per year per dependence drinker)
- A&E attendance (Costs the NHS **£109** per incident)
- Hospital Day care (Costs the NHS **£698** per person per episode)
- Ambulance Service (Costs the NHS **£216** per person per incident)
- Mental Health Specialist Services (Costs the NHS **£1866** per person per year)



Current Situation:- At risk of eviction from private rented flat, recently separated from wife after police involvement for threatening behaviour.

Personal History:- TU had recently returned to Merthyr Tydfil after separating from his wife. TU's behaviour was unpredictable, he had been in court for threatening his wife at knifepoint, and had to pay a large fine. He moved into an unsuitable privately rented flat in Merthyr, but was at risk of eviction due to accruing rent arrears after just a few months. TU was referred by a local estate agent as they were very concerned about him.

Support Received:- TU was supported by Age Connects Morgannwg with applying to the Common Housing Register and bidding on properties. He was quickly offered a bedsit within in a sheltered complex, and was then assisted with applying for partial Housing and Council Tax Benefit. TU had again started building up rent arrears, so was assisted with arranging payment to be made directly to the Housing Association. Age Connects Morgannwg also successfully assisted TU with applying for Attendance Allowance where he was awarded the higher rate. As a result he was entitled to a small amount of Pension Credit, which also led to an increase in his Housing and Council Tax Benefit. TU then had a large repayment from his rent account due to his direct debit not being altered to reflect changes in benefit, and also successfully paid off all his court costs during his support.

Outcomes Achieved:-

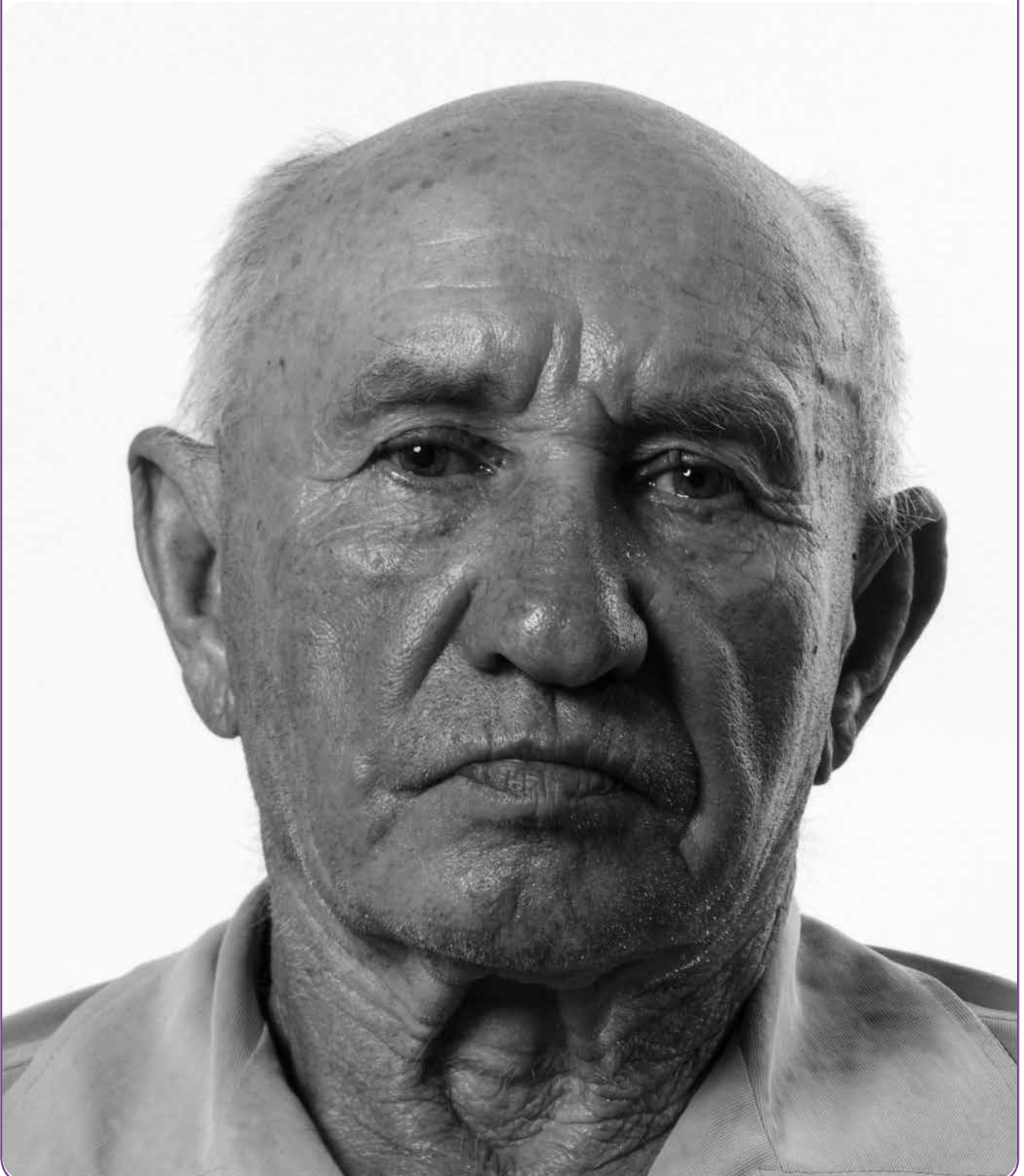
- **Feeling Safe / Contributing to the safety & wellbeing of self and others**
TU now feels safe in his flat, and no longer fears being evicted.
- **Managing Accommodation / Managing Relationships / Feeling part of the Community**
TU moved to a suitable property which he loves and has made a number of friends.
- **Managing Money / Engaging in Education or Learning / Engaging in Employment or Volunteering:-** TU's income was maximised, and is handling his finances independently.
- **Physically Healthy / Mentally Healthy / Leading a Healthy, Active Lifestyle:-** TU is living across the road from his local doctors and is now able to attend regular appointments.

Future Plans:- TU is now successfully maintaining his accommodation, has made the bedsit his home, and plans to stay.

Length of time supported & cost to Supporting People:- One years and approximately **£2750**

Prevention:-

- Domestic Abuse (Costs multiple agencies **£2470** per incident)
- Offending (costs multiple agencies **£609** per crime)



Older People

Personal Details:- 'XY', 56, Merthyr Tydfil

Current Situation:- XY lived with and provided care to her elderly Mother within their privately owned family home. However, due to the increase of care needs XY's Mother was admitted to residential care. During this period XY's brother was also diagnosed with terminal cancer. Tragically both XY's Mother and Brother have since passed away.

Organisation:- Merthyr Valleys Homes

Project info: Floating Support

Personal History:- XY was devastated due to loss of two family members and used alcohol to self-medicate in order to cope. In addition, XY was required to move out of the family home as the property had to be sold. Within this period XY and her partners' relationship broke down which led to an increase of alcohol consumption. XY's mental health rapidly deteriorated and as a result the mental health crisis team was accessed. Following assessment XY accessed the Single Access Point Support service.

Support Received:-

- Application submitted for social housing
- Accompanied to GP & Mental Health appointments
- Referred to Drink Wise Age Well services
- Referred to Welfare Benefit Maximisation services
- Referred to British Red Cross Befriending services
- Referred to CAB – Assist with sale of property, funeral arrangements.

Outcomes Achieved:-

- **Feeling Safe / Contributing to the safety & wellbeing of self and others:-** XY has been re-housed within sheltered accommodation and settled in very well, her independence and confidence has improved and no longer feels lonely and isolated.
- **Managing Accommodation / Managing Relationships / Feeling part of the Community:-** XY is managing her accommodation, has improved her relationship with family members, has made new friends and joins in activities within the scheme and community.
- **Managing Money / Engaging in Education or Learning / Engaging in Employment or Volunteering:-** XY has accessed MVH welfare benefit maximisation service which has increased her weekly income, set up payment plans for utilities, rent & other bills and has improved weekly budgeting.
- **Physically Healthy / Mentally Healthy / Leading a Healthy, Active Lifestyle:-** XY has considerably reduced her alcohol intake, improved self-esteem, accesses services independently, effectively manages her medication and attends pre-arranged medical appointments.

Future Plans:-

- To continue to live independently within the sheltered housing complex.
- To identify when mental health deteriorates and seek help early.
- To continue to meet with friends and improve relationships with family.
- To continue to safely manage alcohol intake.

Length of time supported by Supporting People:- 14 months

Prevention:-

- Homelessness application (Costs local authorities **£2501** per application)
- Temporary accommodation (Costs Local authorities **£107** per week)
- Homelessness advice and support (Costs local authorities **£642** per person per scheme)
- Rough Sleeping (Costs local authorities **£7900** per year)
- Alcohol Misuse (costs the NHS **£1800** per year per dependence drinker)
- A&E attendance (Costs the NHS **£109** per incident)
- Hospital inpatients (costs the NHS **£1800** on average per episode)
- Adult Mental Health (Costs the NHS approximately **£830** per person per year)
- Mental health outpatients (costs the NHS **£140** per person per attendance)



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