

Vanessa Fillis
Freelance Journalist

Bath NHS House
Newbridge Hill
Bath
BA1 3QE

Email: vanessafillis.journalism@gmail.com

awp.freedomofinformation@nhs.net

Freedom of Information/RFI-2240

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Dear Vanessa

Thank you for your request for information from Avon and Wiltshire Mental Health Partnership, NHS Trust. Please find below our response to your questions.

Section 1(1) of the Freedom of Information Act 2000 (FOIA) entitles you to be provided with any information 'held' by a public authority. The Trust is not obligated to create information to respond to a request, only to provide information that is already held, unless an appropriate exemption applies. We have dealt with your request in accordance with your 'right to know' and are pleased to respond.

You requested the following information:

I would like to request, under the freedom of information act, the following information for adult mental health services in Avon and Wiltshire Mental Health Partnership NHS Trust.

1. The number of nurses or support workers who support patients regarding their housing while they are inpatient in a mental health unit. These could be housing officers, housing support workers, special housing nurses, or similar professions that are specialised in housing support.
 - **Bristol, North Somerset and South Gloucestershire (BNSSG)**

North Somerset

In North Somerset we have no designated staff to assist with housing support. The Staff from the North Somerset Intensive Support Team, Recovery Team, Early Intervention Team, Later Life CMHT in North Somerset all will provide support to patients regarding Housing liaison, but are not specialised in Housing support. However all staff will liaise with specialist Housing workers where appropriate.

Bristol

Every Ward has a full time Support Time and Recovery (STAR) Worker who will work closely with Service users alongside the treatment team. They provide resettlement and Housing support to patients prior to discharge to the community or preparing for discharge. All wards also have Band 4 Mental Health Workers who can assist with housing applications and processes.

South Gloucestershire

In South Gloucestershire there are 2 WTE Band 4 Mental Health Workers based in Whittucks Road Rehabilitation Ward who provide resettlement and Housing support to patients prior to admission to the ward or on discharge to the community or preparing for discharge. South

Gloucestershire patients can also access support from the Bristol based Access and Discharge team for Housing support.

The Staff from the South Gloucestershire Intensive Support Team, 2x Recovery Teams, Early Intervention Team , Later Life CMHT in South Gloucestershire all will provide support to patients regarding Housing liaison, but are not specialised in Housing support. However all staff will liaise with specialist Housing workers where appropriate.

- **Bath and North East Somerset, Swindon and Wiltshire (BSW)**

BANES

No individual specialist roles but we have the Move On Worker role who works closely with the housing officer.

Swindon

The answer for community services is zero. All of our staff support service users with housing needs will be working in partnership with the LA housing teams. We have no dedicated roles embedded our teams, or anyone with a speciality in housing.

Inpatients - For Applewood, Windswept and Victoria Centre wards staff will assist when required, to the best of their ability, but no dedicated roles.

Wiltshire

There are no specific housing support roles within the Locality. Housing support is part of the care planning approach and so is undertaken by inpatient and community teams.

2. The protocol for discharging homeless patients or patients who face homelessness after their discharge. Please provide a document with the discharge policy or, if there is no document, please state what the protocol is.

- **Bristol, North Somerset and South Gloucestershire (BNSSG)**

Please see attached papers which are applicable for all of BNSSG.

- **Bath and North East Somerset, Swindon and Wiltshire (BSW)**

BANES

Not specifically covered but guiding principle is CPA policy and risk/care planning. It depends on too many variables and the capacity of the individual.

Swindon

Patients are not discharged unless they have somewhere to go, unless through their own capacity choice.

Wiltshire

There is no policy in relation to this other than the CPA policy. Housing status is included within the clinical risk assessment supporting the plan to discharge or not.

3. The number of nurses or support workers who support mental health patients regarding their housing while they are in the community. These could be housing officers, housing support workers, special housing nurses, or similar professions that are specialised in housing support.

- **Bristol, North Somerset and South Gloucestershire (BNSSG)**

North Somerset

In the North Somerset MH teams there are no workers who are specialised in Housing support. However all staff in the North Somerset Mental Health teams will liaise with professionals who are specialised in housing support, when community mental health service users require support with Housing. This includes Housing Officers and homelessness services. However, in North Somerset we are an integrated service where we have Local authority staff working within all of our community Mental health bases. This does make local authority advice and support more accessible. Within our town hall there are designated Housing Officer specifically allocated to support people with SMI with housing issues.

Chair

Charlotte Hitchings

Trust Headquarters

Bath NHS House, Newbridge Hill, Bath, BA1 3QE

Chief Executive

Dominic Hardisty

Bristol

There are no workers who are specialised in Housing support in the community mental health teams. However all staff in the Mental Health teams will liaise with professionals who are specialised in housing support when service users require support with Housing. This includes Housing Officers and homelessness services. Teams also work closely with the Council who do host specialist workers.

South Gloucestershire

In the South Gloucestershire MH teams there are no workers who are specialised in Housing support. However all staff in the South Gloucestershire Mental Health teams will liaise with professionals who are specialised in housing support, when community mental health service users require support with Housing. This includes Housing Officers and homelessness services.

- **Bath and North East Somerset, Swindon and Wiltshire (BSW)**

BANES

No dedicated staff for this role, Care Co-ordinators help when required.

Swindon

Zero.

Wiltshire

As stated above there are separate housing support roles within the community teams. Assisting and support an individual with their housing issues is part of the Care Coordinators role.

Any contact details provided in this response are for the purposes of complying with the Freedom of Information Act 2000 and the provision of these details should not be taken as consent for their use in marketing or business communications.

We hope the information is of use to you. If you feel your request has not been dealt with appropriately, you are entitled to request an internal review. To request an internal review, please email: awp.freedomofinformation@nhs.net within 40 days of this response, quoting the reference number above.

If you are not content with the outcome of that review, you may apply directly to the Information Commissioner for a decision.

The Information Commissioner can be contacted at:

The Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone 0303 123 1113

www.ico.gov.uk.

Yours sincerely

Freedom of Information Team