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Taunton
TA1 5DA

Tel: 01823 320452 (ext 6452)
Email: FOI@SomersetFT.nhs.uk

05 May 2021

Our ref: FOI 100455
Category: Workforce/Human Resources

Dear Sir/Madam

I am writing to confirm that the Somerset NHS Foundation Trust has now been able to consider the information requested and its disclosure under the Freedom of Information Act 2000.

The information requested and its response is as follows:

I would like to request, under the freedom of information act, the following information for adult mental health services in Somerset NHS Foundation 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.

The inpatient wards don't directly employ staff specifically as housing officers, housing support workers, special housing nurses, or similar professions that are specialised in housing. However they work in collaboration with the Urgent Care Hub, the Intensive Discharge Team and the Inpatient Social work team to support patients with housing needs.

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.

The Trust doesn't have a specific protocol or policy covering the discharging of homeless patients or patients who face homelessness after their discharge. All patients who are homeless are referred to the local district council in line with the duty to refer scheme in an effort to source housing/temporary accommodation prior to or at the point of discharge. The Trust, in collaboration with the County Council jointly commissions a small step down provision where some patients can move as an interim option and where they will receive specialist support in order to move into more stable accommodation.

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.

We are not commissioned to provide this service.

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Queries

If you have any queries about the information provided, please contact the Freedom of Information Team on foi@tst.nhs.uk or at the above address in the first instance. Please remember to quote the reference number above in all your communications.

Internal Review

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed using the letterhead postal address or email foi@tst.nhs.uk.

Information Commissioner

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the organisation concerned. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Feedback

It would help us at the Trust to receive your feedback about the service you received and to know if there is anything we can do to improve it.

Please take a moment to answer just 10 brief questions by clicking on this link:

<https://www.surveymonkey.co.uk/r/N7NNL7N>

All responses are anonymous - no-one will contact you as a result of giving your feedback.

Yours faithfully

Louise Coppin
Head of Information Governance
Data Protection Officer