**Vanessa Fillis**

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Our ref: 21 FOI 124

30th April, 2021

**Information Governance**

First Floor

The Gordon Hospital

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London

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Tel: 020 3214 5852

Dear Vanessa Fillis,

I am writing in response to your request for information, made under the Freedom of Information Act 2000, which was received by Central and North West London NHS Foundation Trust (CNWL) on 8th April, 2021.

The information that we hold and are able to provide under the Act and within the “Fees Limit” is listed or attached below.

***I would like to request, under the freedom of information act, the following information for adult mental health services in Central and North West London 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.***

*Brent* **- LB Brent housing provide a housing worker from their homelessness unit that supports patients who are homeless.  They attend ward and weekly bed meeting.  There are no other specialist workers – CMHT staff and ward staff provide support to assess housing needs and complete relevant paperwork and assessments.**

*Harrow* **– Two dedicated housing officers support inpatients and continue this work in the community.**

*Hillingdon* **- In Hillingdon Mental Health Services, we have a Community Access Service (CAS) team who work specifically on the management, discharge and transfer of patients from an inpatient setting. One of these workers is employed by MIND, and they have a dedicated housing support worker who works with the local authority in terms of the management of housing needs. The wider CAS team, and in particular the Occupational Therapist and Social Worker also work as part of the team that support housing issues such as Activities of Daily Living and ensuring that individuals are claiming the correct benefits or housing benefit as part of the tenancy management process.**

*Milton Keynes* **– We have one B5 discharge co-ordinator and two B4 associate practitioners (one per ward) who take the bulk of the responsibility in this area. They are further supported by the Occupational therapists (Two per ward, one B6 senior and one B5, depending on the issue at hand). There is further available support from peer support workers and activity co-ordinators to help with some aspects such as making phone calls and visits. Housing however is not the only part of the role for these professionals - we do not have people at the Campbell Centre with specific housing specialty.**

**We have previously had a named housing liaison officer in the council but provision has been inconsistent - we have a good working relationship with Milton Keynes Council housing team.**

*Kensington & Chelsea* **–**

**2 x Central Assessment Service (CAS) social workers**

**1 x Single Homes Project (SHP) housing support worker**

**1x part time Citizens Advice Bureaux CAB worker**

**1 x Homeless Persons Initiative (HPI)**

*Westminster* **– We don’t have any inpatients in Westminster**

***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.***

**Please see attached Trust-wide policy:**

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**Additional information has been provided by Harrow, Milton Keynes and Kensington & Chelsea Services.**

*Harrow* **- Please see the attached document**

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*Milton Keynes* **– we do not have a document or policy to enable us to discharge people as homeless. However, we have a number of provisions for supporting people with housing. All patients have housing needs/concerns identified within 72 hours as part of the 'Getting to Know You' screening tool with the Social & Recovery Team. From here we complete a 'duty to refer' for housing assessment if required, or create an action plan to resolve housing issues.**

**For individuals without accommodation and who are ready for discharge typically we are supported by the team to offer them a prolonged stay in hospital, or we will use a step-down bed in the interim. We have excellent escalation pathways within the Trust and with social services and housing when patients need are not met. We do not discharge patients to the street. A patient would be supported to identify mainstream housing and set up housing benefits if needed - this is another time when a step-down bed is helpful.**

*Kensington & Chelsea* **- Duty to refer for both Westminster and K&C in response to the homelessness Reduction Act. All staff are aware and use the service.**

***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.***

*Brent* **- CMHT workers as above will support patients with housing issues, support assessments and make applications for support as required.  They are not specialist workers.  We have one funded homelessness post (FTC) who’s role is to work with street homeless and they do proactive outreach.  They do provide advice and guidance to team.**

*Harrow* **- 2 Housing support workers who work across in-patient to Community Adult Hubs (Collaborative Sphere, East Alliance and Health Sense)**

**2 support workers across the 3 Adult Hubs (Collaborative Sphere, East Alliance and Health Sense)**

**42 staff across all 3 Adult Hubs (Collaborative Sphere, East Alliance and Health Sense) and professions defined as Nurses, Social workers/AMHP, Care Navigators and placement reviewing officers**

*Hillingdon* **- CMHT and other community teams have non-specialised housing support available in relation to helping people with accommodation and in finding suitable housing. They undertake these roles as part of their wider role and duties.**

*Milton Keynes* **- we have care co-ordinators who make a good effort for their patients and there are many third sector or allied services we use to build support for individuals, such as Connections.**

*Kensington & Chelsea* **–**

**7 x Homeless Intervention Team (HIT) RBKC**

**1 x Homeless Persons Initiative (HPI) Westminster**

**4 x Social Inclusion Team (SIT) RBKC**

*Westminster* **–**

|  |  |  |  |
| --- | --- | --- | --- |
| **Team** | **Nurses/Occupational Therapist** | **Social Worker** | **Support/worker roles** |
| **North hub** | **13** | **11** | **4** |
| **South Hub** | **16** | **12** | **5** |
| **QPP** | **8** | **5** | **2** |
| **JHT** | **3** | **9** | **1** |
| **HPI** | **1** | **1** |  |
| **Other roles/ Placement Monitoring/SARP** |  | **2** |  |
| **Total** | **90 staff** |  |  |

Please contact me if you have any queries about this letter, when contacting please quote the reference number above in any future communications relating to this request.

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If you are dissatisfied with the response you have received, you have the right to request a review of our decision or make a complaint about how your request has been handled.  In respect of this, please contact the Trust Head of Information Governance and Data Protection Officer via email at [cnwl.dpo@nhs.net](mailto:cnwl.dpo@nhs.net).

Your request should be made within two months of receipt of this letter and we will reply within 20 working days of receipt. Any such request received after two months will only be considered at the discretion of the Trust.

If you are still unsatisfied, you may apply directly to the Information Commissioner for a decision. The Information Commissioner is the statutory regulator for the Freedom of Information Act. Generally, the ICO cannot make a decision unless you have exhausted the procedures provided by the Trust. The Information Commissioner can be contacted at: The Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely

Nigel Sinaga-Heness

Senior Information Governance Officer

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