**Housing related support – notes of on-line forum 13 May 2020**

Easing of lockdown rules

* The easing of the lockdown hasn’t really resulted in any change of advice to clients as the social distancing requirement still remains. Acknowledged that people can go out more frequently and for longer, but projects are continuing to deliver services in the same way. However, the fact that clients are able to meet others (even if under specific conditions) is causing some anxiety amongst staff an residents as there is a feeling that this has heightened the risk
* Jimmy’s have tried to mitigate the additional risk by requesting that clients retuning to the project after any period outside get showered and changed before using any of the communal areas
* Some providers reported that some clients had challenged their bans on visitors on the basis of the new guidelines, even though this clearly sits outside of the new permissions. Providers are reinforcing the ‘no visitors’ message if challenged.
* This is only the first week so difficult to say what the impact may be - providers are monitoring the situation
* It was acknowledged that any directive from Government to return to full lockdown (i.e. if national risk starts to increase again) would prove exceedingly difficult to manage

Covid HRS ‘Short Stay Respite Accommodation’

* LS confirmed there are still units available if required
* Could be particularly helpful for anyone who is self-isolating for health reasons and whose anxiety has been heightened by the slight relaxation of measures
* Providers to contact LS if they feel they have a client who would benefit from this offer

Mental Health

* Issues with long delays when trying to access the normal route for crisis services (111 -  Option 2) – concern that many will not wait in the queue for a sustained period of time
* P3 reported they’ve had an increase of calls from people who are in mental health crisis / having mental health issues
* Number of clients seems to be experiencing a deterioration of mental health
* Increased feelings of isolation and hopelessness
* Increased numbers struggling with anxiety
* People not being able to cope in the way that they would usually leading to more anxiety and/or frustration and anger – this is leading to more incidents that staff are needing to manage and also putting people at risk of eviction
* Increasing incidents of self-harm and suicide attempts
* Increase in number of outbursts and ‘melt downs’ at projects
* Need for mental health support for those who are temporarily housed in Hotels/Temporary Accommodation as part of the Covid response
* Just providing information often doesn’t work as many need a more proactive approach to engage
* Also link here with some people increasing drug/alcohol as a response to anxiety and negative feelings
* Also concerns about the impact that the situation and client behaviour is having on mental health of staff – some providers do already offer in-house support for staff (e.g. MH First Aiders, Employees Assistance Scheme) or are looking to implement things
* If anyone can provide examples to help illustrate the sorts of impacts they are seeing this would be really helpful – **Action: Any examples to be sent to LS**
* Will ensure this feedback is shared at the Community Mental Health Response meeting that is happening this week, and will also ensure that concerns are shared with other relevant groups  **Action: Joe Keegan / Sarah Bye / LS**
* Mental Health Support;
* QWELL  - an on-line support service where people can access counselling and on-line peer support - [https://www.cpslmind.org.uk/qwell/](https://protect-eu.mimecast.com/s/OSDaCVvgU094vRCGqXSQ?domain=cpslmind.org.uk/)
* Lifeline is a phone support service open from 2pm to 11pm every day - [https://lifecraft.org.uk/our-services/lifeline/](https://protect-eu.mimecast.com/s/_GjiCWPkHzGpkWUx0-Yo?domain=lifecraft.org.uk/)
* Link to FRS for crisis support (which I am sure everyone knows but still hopefully a useful reminder) - [https://www.cpft.nhs.uk/about-us/mental-health-crisis.htm](https://protect-eu.mimecast.com/s/zH7nCXQmuB06JziDQj0A?domain=cpft.nhs.uk)
* Link to Samaritan campaign to support frontline workers **-** [https://www.mentalhealthatwork.org.uk/ourfrontline/](https://protect-eu.mimecast.com/s/nI0YCY7ofkO084sVylTV?domain=mentalhealthatwork.org.uk/)
* Big White Wall – [https://www.bigwhitewall.com/](https://protect-eu.mimecast.com/s/WaHwCZ8qSP2mGpux9504?domain=bigwhitewall.com/)

Move-On

* Move-on has slowed down or halted across most services
* The drastic slowing down of social housing lets is probably the having the biggest impact on move-on at present, but lack of PRS options is also contributing significantly in some areas
* Cambridge City currently have 203 HA properties where lets have stalled for various reasons
* Where vacancies occur providers are actively seeking to re-let these . All are doing enhanced health checks for potential new clients. A few providers are also asking new residents to self-isolate for an initial period to reduce any potential risk – some are complying with this but not all

Other

* No reported Covid cases in any projects at present
* Any clients returning from offsite stays are being asked to self-isolate
* Mark at Jimmy’s is about to do a new risk assessment for staff in the workplace -  this will include looking at how to help those with underlying health conditions to return to work – if anyone has adopted an approach for this or has idea it would be good to share these
* Agreed to dedicate some time at next week’s meeting to plans for coming out of lockdown – all agreed it would be useful to share ideas and find out what others are doing

Please don’t hesitate to contact me if there is anything you’d like to discuss.

Lisa

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