

Case study: Leon

Case study headlines

Leon’s story highlights use of the trusted person approach, followed by other people across the system starting to adopt the approach themselves. The table of barriers and how they were addressed is arranged in approximate time sequence, taking us from first contact with Fenland’s rough sleeper team, to Leon getting a move-in date; and the many stages between.

Background

Leon is living in a public toilet in Whittelsey. He has some mental health difficulties; he sometimes uses drugs and is on probation. Leon has a good relationship with his probation officer who he goes to when in need and so can act as his trusted person. They need advice and support to build a team around Leon and navigate the blockages and issues in the system.

Who is involved

- Trusted Person: Probation Officer
- Fenland’s rough sleeper team
- Care-coordinator at Cambridgeshire & Peterborough Foundation Trust (CPFT)
- Changing Futures trusted person coordinators
- Mental health social worker
- Fenland’s dual diagnosis street team

What were the barriers?	How were they addressed?
Leon was living in a public toilet in Whittelsey, which the council wanted to close. Leon was not keen to move out but had no alternative accommodation.	Fenland’s rough sleeper team negotiated more time before the toilets were actually closed, to enable Leon’s situation to be addressed
Leon not trusting many people so frequently did not attend appointments or interviews, or was not comfortable visiting the usual interview location	Arranging appointment and interviews with Leon’s trusted person (his Probation Officer) present, initially. Then extending the list of people he trusts over time, and arranging an interview with the GP in the public toilets where Leon felt safe
Initially, getting support of the Mental Health Social Worker as not seen as a vital player	Explaining there was a real need for their input, which paid off and they were helpful in overcoming barriers in Leon’s path
Missing appointment led to breach of probation and then arrest. Arrest was planned out of Leon’s familiar area, so likely to be more traumatic. He would not usually have a Trusted Person present. Risk that location of police station used might not help link with relevant local services	Police enabled his trusted person to be with Leon when he was arrested so it is less traumatic, ensuring he was taken to a local police station so he could be seen by the local Liaison and Diversion (LaDS) service. Police prioritized his arrest so he was somewhere safe and could start to get the support and help he needed.
Services shutting over Christmas	Christmas just has to be taken into account
Took time (and a cold snap) for Leon to be willing to approach Ferry for accommodation.	After Christmas he decided he would like to go to Ferry Project, assessment arranged, and risk information shared between partners quickly so as not to cause further delays.
Access to food, laundry & hot drinks.	Locals in the area where Leon is staying are bringing him food and washing his clothes and set

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	up a donation to the local Wetherspoons so Leon can go in and get food and drink.
Once agreed a mental health assessment around accommodation needs was necessary, barriers are (a) location of assessment (b) need to have a trusted person present (c) time between assessment in January and the accommodation panel in March.	Mental health assessment arranged at the probation office so Leon feels more at ease with his Trusted Person.
Accommodation panel could lead to 1 to 3 years placement then move on. If there is accommodation suitable for him, need to visit the accommodation and have an assessment there. Costs need to be agreed, and temp accom found in the meantime.	Fenland’s rough sleeper team agreed to secure temp while accommodation panel meets and decides.
A poor visit to the accommodation to have an assessment can create a barrier - in Leon’s case, due to his anxiety. He described the interview process as “long and tedious,” re-traumatising for a personal with mental health issues. A barrier to being accepted by the accommodation included current drug use and possibility of damage to property when Leon feels frustrated.	Hard to know how to overcome barriers to accommodation when based on drug use and possibility of damage to property, when this has happened in the past.
Leon’s temporary accommodation was not extended due to rudeness/aggression.	Leon was found alternative temporary accommodation.
Re-ordered medications and sorted out issue with prescription.	Fenland’s rough sleeper team helped Leon by re-ordering medications and sorted out issue with prescription.
Leon lost his phone.	Because Leon lost his phone, Fenland’s dual diagnosis street team visited and both delivered messages to Leon and passed information back to other professionals for Leon. Leon’s trusted person network was gradually increasing. The Dual diagnosis street team also emailed his GP Surgery to help sort out prescriptions.
Change of trusted person: Leon’s Trusted Person is leaving her role and handing Leon over to Wisbech office.	Although his Probation Officer is Leon’s trusted person, he now has good relationships with his mental health social worker, the dual diagnosis street team and his care-coordinator at CPFT. Process helped by new Probation Officer being copied into all group emails by the out-going Probation Officer.
Fenland District Council (FDC) needed to end temporary accommodation as Leon was previously intentionally homeless.	The Changing Futures Trusted Person Coordinator negotiates an extension to his temporary accommodation, as Leon has come so far.
Previous risks and drug taking can form a barrier to a landlord offering a tenancy - however, we can carry out a further Sanctuary Assessment which Changing Futures were be involved with.	Changing Futures support helped complete assessment. Fenland’s dual diagnosis street team wrote a supporting statement regarding the support they could provide, helping with viewings of Cambridge placements.

What were the barriers?	How were they addressed?
Can take time to sort out (a few weeks) the finances to move into accommodation.	Changing Futures team sought CPFT and probation funding for temporary accommodation. Fenland District Council was flexible about extending Leon’s temporary accommodation
Leon hesitant about living in Peterborough	Leon didn’t originally want to live in Peterborough but teams worked together to help him see the positive aspects of the move, including Fenland District Council, housing officer, and Leon’s community psychiatric nurse and consultant (who Leon respects). Leon was given space to reflect that it would actually be a step forward for him and agreed to the assessment. The assessment was rearranged and was successful.
<p>Outcome</p> <p>Leon viewed the placement and described it as posh hotel! Very happy with it. Happy to move. Probation had a positive home visit. Leon was doing very well and excited about Peterborough. Funding approved, move in date 10 July.</p>	

“Just to update you that Leon has moved to the placement as planned. He appeared cheerful and excited. Thank you all for the support you have provided to Leon over the months”
Changing Futures Trusted Person Coordinator

“Such fabulous news”
Care Coordinator at Mental Health Trust (CPFT)

“This is brilliant news! Glad he has somewhere to call home and wish him lots of luck!”
Fenland Roush Sleeper team

“Oh fantastic news, has he got everything he needs? And thank you for all of your hard work, you have been amazing.”
Probation Officer

“Leon just popped to the probation office to see me of his own accord which was good of him. He seemed really well, is happy with the move and he was off to ASDA to buy some pots and a bit of food. We agreed to keep in contact weekly while he gets settled in. All seems to be well.”
Probation Officer

“Can I just thank everyone for the massive collaborative effort in pulling this person back from the brink and into suitable stable accommodation where they now have a fantastic opportunity to rebuild a life. Testament to the power of partnership working. An officer mentioned to me that Leon was the best that they had seen him yesterday. Well done all.”
Fenland District Council

What have we learned?

Some particular highlights

- Visiting Leon in a location where he is comfortable (doctor).
- Assessment needed by Ferry Project was led by his probation worker, a person Leon trusts.
- Fenland's rough sleeper team negotiating delay to closure of toilets where he was sleeping.
- Police taking him to a station where he can access service local to him. The services can also work together better as they are in the same area.
- Changing Futures contacted mental health social work team who can sometime be difficult to get on board - but they have attended meetings and arranged a Care Act assessment. The assessment was held in the probation office, where Leon feels comfortable, possible because probation was flexible enough to allow this.
- Flexibility in general from services, working with Leon in a trauma informed way.
- Leon was taken to a place where they can access the support services that they need.
- Services accommodated Leon's needs and attended appointments with others so that he feels comfortable.
- Bespoke offer of accommodation under the Severe Weather Emergency Protocol (SWEP) from the Ferry Project to try and get Leon to attend during SWEP – also an offer of keeping in the accommodation afterwards if he wants.
- Fenland District Council was extremely flexible in providing temporary accommodation whilst waiting for panel outcomes etc, which meant he had a place of safety where services could work with Leon to achieve his outcomes.