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| **Hopkinson House** |
| **About the service:**  Hopkinson House is a Look Ahead service sitting in both the Rough Sleeping and Mental Health Pathway. The homelessness bedspaces are made up of 32 rooms and 4 self contained flats. We’re a mixed service that currently has a female cluster of 13 rooms.  We support residents with complex needs who have struggled to maintain tenancies in more traditional settings. We operate a PIE model of support that advocates for person-centred and trauma-informed care. We place a heavy concentration on meaningful use of time, relationships, creating a sense of community and boosting self-esteem and motivation.  Each resident is assigned a specialist key worker that meets with the customer regularly to assess their individual support needs, plan achievable and person-centred goals and to aid them in gaining independence and instilling self-advocacy.  We provide a cooked breakfast Mon-Fri, which is made to order anytime between 09:00 and 13:00, and a continental breakfast is available over the weekend.  Regular activities include horticultural therapy, art therapy and chicken husbandry. We also host regular film nights and day trips.  We recognise that positive life attachments are a barrier for many people in accessing housing and for this reason we accept residents with pets and couples that wish to be housed together. Couples are given independent rooms as many may wish to have their own space.  If you think we can help and have a Westminster connection - then please do give us a call to discuss further!  Nicholette Wilson  Contract Manager |
| **Client criteria:**  Minimum age: 21,  Hopkinson House has been commissioned to work with individuals who have high support needs and have begun to run out of options within the borough of Westminster; or feel they’re stuck in a cycle of homelessness they cannot break. |
| **Ethos:**  We recognise that many of our customers will have struggled to maintain tenancies in the past, often facing eviction to the street before their recoveries can start. At Hopkinson House we are dedicated to trying to get through this initial stage to address the underlying issues and trauma that are causing people to end up in the cycle of Homelessness. |
| **Support:**  Hopkinson House is a 24-hour supported accommodation with a focus on ensuring people have the tools to live independently. For some this means help with cooking and managing their rent, whilst for others it will involve mediation and support with managing their substance use or interpersonal issues.  We have several physical and mental health in-reach services, these include an in-house psychologist 3 days per week and an on-site nurse and doctor once fortnightly.  We also work closely with CGL and Turning Point, with Turning Point coming in once per week to meet new people and get them enrolled in groups and other opportunities to help address concerns related to alcohol and substance use. |
| **Expectations of client:**  We require clients to meet regularly with their keyworker, but we also appreciate that each client’s support must be tailored to their needs and preferences. For example, a keyworker may meet with their client for short periods of time each day or for prolonged periods of time on a weekly or fortnightly basis, either’s fine – but it has to be meaningful! |
| **Move-on pathway expectations:**  Maximum stay: 24 months.  *While our maximum stay is 24 months, we hope to have residents move on after 9-12 months. Ideally, our customers will be moving on to step down services or semi-independent units, but on occasion we will make sideways referrals should a sister service provide a more appropriate level or style of support.* |