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| **KING GEORGE’S HOSTEL**  **About the service:**  King George’s Hostel is situated in the heart of Westminster; offering single rooms, self-catering accommodation with shared facilities, to verified male rough sleepers between the ages of 18 - 75. The project accepts clients that continue to misuse substances, experience mental health illness and other diverse support needs. King George’s Hostel endeavors to provide a safe and caring environment utilizing a Psychologically Informed Environment framework to understand and adapt to each clients individual needs.  King Georges hostel is comprised of 58 continued use bedspaces for men with local connection to Westminster that have Complex Needs and are experiencing multiple disadvantage. There is also a separate 10 bedspace Health Cluster service for rough sleepers that caters to those with a health need that can be significantly improved in a short term frame through intensive health support.  The health cluster service is comprised of 1 Complex Needs Health Navigator working Mon-Fri and 1 Homeless Health Clinical Nurse Specialist working offsite from a local GP practice twice weekly (Great Chapel Street GP). Health bed residents are provided one meal a day throughout their time in the bed, and are supported by the Nurse and Complex Needs Health Navigator to address as many health needs as possible in that duration.  **WHAT THE SERVICE OFFERS:**  68 bed all male self-catering hostel.  No disabled access.  Service charge is £13.86 per week.  No pets allowed.  No visitor's policy- This is a request from clients to enhance stability /recovery  **SUPPORT:**  King Georges has a support team of 17 and we work closely with many different partner agencies in an attempt to meet everyone’s support needs. We work with Turning Point to provide a needle exchange as we want our clients who use substances to do so safely and still have access to a quality service.  We have a Psychologist on site (mon-weds) who will meet with clients on a 1-1 basis, and who also works with staff to facilitate reflective practice. We also provide a full time ROC worker who operates a daytime workshop and sessions such as mindfulness, art therapy, health and wellbeing including sport & fitness and cooking groups. There also numerous trips undertaken from fishing to the cinema and museum visit.  **24 HOURS STAFFING ONSITE:**  1 Regional Service Manager  2 Team Managers  2 Specialist Multiple Disadvantage Workers  2 Assertive Outreach and Transitions Workers  7 Complex Needs Project Workers  1 Complex Needs Health Navigator  1 Health Navigator  1 Psychologist  1 Housing Services Administrator  1 Recovery Opportunities Coordinator (ROC)  4 Night Concierge  **Security Input from Critico Security**  **Inreach from Supporting Agencies**  3 days per week Substance Use Service (Turning Point)  1 day per week Nurse input (Dr Hickeys Surgery)  1 day per week Adult Social Care  ½ day per week Alcohol Support Service (CGL)  ½ day per week Occupational Therapy (EASL)  ½ day per week GP input (Dr Hickeys Surgery)  **KEY RESPONSIBILITIES:**  Staff to provide effective, high quality support to residents in a hostel housing people with complex and enduring needs in relation to: mental health, physical health, offending, substance use, domestic violence, learning disability, cognitive impairment.  Specialist Multiple Disadvantage workers assess new referrals in to the hostel, draft initial support plans and risks. They also assist with managing challenging cases and supporting move on from the service.  Complex Needs Project Workers provide the day-to-day support and caseworking for clients. Ensuring client welfare, building safety, support to attend appointments, support to develop life skills and maximize benefits entitlements.  Our Health Navigator manages health inreach in to the service, holds a caseload of clients who need support to address a short term or chronic health condition; and liaises with hospitals and health professionals when a client is unwell.  Our Recovery Opportunities Co-ordinator manages the activity programme and ETE opportunities. Their role is to help clients identify meaningful use of time inside and outside the hostel and to ensure continuity of opportunities for positive engagement.  Our Assertive Outreach and Transitions workers help to bridge the gap between the hostel and the streets. Helping to relationship build with potential new referrals, to ease the transition in to the building. Acting as a bridge between Outreach teams and the service, and also helps to manage community relations and minimize anti-social behaviour outside the building.  **EXPECTATIONS OF CLIENTS:**  King George’s staff team are led by the client in terms of aspirations and a desire to stabilize. We work with complex behaviors in an attempt to find ways of managing them as oppose to changing or eradicating them. Expectations on the clients are that they treat staff, one another and the building with respect; and that they have a desire to move away from rough sleeping and become more stable and demonstrate this through a willingness to engage in proactive support.  **OUR AIMS:**   * To establish and maintain close working relationships with statutory and voluntary agencies. * To offer temporary accommodation with the objective of resettling clients into appropriate and suitable accommodation. * To provide advice, support and information within an enabling environment, which promotes independence. * To facilitate regular resident participation meetings with the view to improving the environment and services provided. * To actively promote and implement the SHP Equal Opportunities policy. * To deal with complaints sensitively and within the SHP complaints procedure. * To link residents into the appropriate statutory and voluntary agencies. * To provide assessments and life skills training depending on the individual's needs. * To allocate an identified keyworker and to provide regular key work sessions based on the support plan system   **MOVE ON PATHWAY EXPECTATIONS:**  As part of the client's pathway for move on, King George’s works in partnership with Westminster Council to help facilitate a smooth transition out of the service. This would include clients who are referred to external services through either residential treatment, semi-independent living, supported housing or Clearing House tenancy.    **DIRECTIONS:**  5-minute walk from St James station  15- minute walk from Victoria station  10- minute walk from Westminster tube station  Bus routes: 507, 211, 24, 148, 11 |