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|  | Referrals:  [WHreferrals@wythamhall.co.uk](mailto:WHreferrals@wythamhall.co.uk)  Tel: 020 – 7289 1978 |
| **About the service:**  Wytham Hall provides accommodation and (importantly) key worker support to 25 people that have found themselves classified as homeless and with low to medium support needs. Residents are housed in one of four Maida Vale properties which are all situated within a short walking distance of the main office.  There is a support team of 4 based in the main ‘Wytham Hall’ building.  Residents are required to cater for themselves.  Residents are free to come and go 24 hours per day and are allowed visitors during certain times, but no overnight guests are allowed.  The licence does not allow pets.  Residents are required to pay a nominal weekly Service Charge.  N.B. Sadly, none of our accommodation has disabled access. | |
| **Client criteria:**  The service is for men and women over the age of 18 who are in need of, and accepting of, support. Residents must be capable of independent living and be prepared to engage with support (whether this support is provided internally or externally).  To the best of our knowledge, we are the only remaining dry and abstinent supported housing accommodation within the borough of Westminster, but we are in no way focussed on drug and alcohol related work and are not set up to be so. Any analysis would suggest that, in practice, mental health is our most significant support need with physical health needs the next most common.  All of our residents are required to be at least 3 months abstinent from non-prescribed drugs, methadone and alcohol prior to admission and to remain so, both on and off the premises, for the duration of their time at Wytham Hall. | |
| **Ethos**:  Residents enjoy the calm and informal nature of our housing, which can be in contrast to some of the bigger hostels that they may have experienced. Wytham Hall wants to help residents who wish to improve their circumstances. This might involve counselling/therapy, undertaking educational courses, training or simply wanting to live in a more settled way and with the support of other residents and staff. Wytham Hall aims to understand residents’ as individuals and to offer appropriate personalised support  Each of our properties is different in character, but all function most effectively when the residents develop supportive and positive relationships with each other and where residents take responsibility for their own development aided by a strong and nourishing environment.  N.B. Very often staff interaction with residents is as informal as possible. | |
| **Support:**  Wytham Hall attempts to be reactive to our clients’ needs as much as possible, whilst remaining within professional boundaries. That being said, we aim to offer structured events when we are able.  Staff support is provided Monday to Friday, 9am to 5.30pm. Outside of these times residents have access to an emergency out of hours service.  Wytham Hall currently offers its own counselling service. | |
| **Our expectations of residents:**  Residents are required to live in a semi-independent manner which helps them to prepare for move on and independent living. They are required to do their own cleaning and to carry out their share of the communal tasks, which promotes good relations with their fellow residents. The best outcomes are achieved via engagement with, and the acceptance of, support and attendance at key work sessions. Residents are encouraged to be responsible for their own development and working towards move-on with staff support to do so. Residents are required to meet with their key worker on a monthly basis (weekly during the first month), but this is often more frequent as suits the resident.    Residents are required to respect other residents and staff and are empowered to be responsible for their own health and safety and that of those around them. | |
| **Move-on pathway expectations**:  Residents typically stay for around 2 years, but some stay for less and a few for longer. This is determined by their level of need and their efforts to progress. Assessments are made at regular intervals to determine the best pathway for the resident. We are able to provide re-housing advice and referrals to suitable re-housing support organisations. We do not provide move-on accommodation ourselves. Options for move on typically include the Clearing House, Sheltered Accommodation, or into private rented accommodation. Residents are encouraged to engage with all move on options and are required to do so by their licence. | |
| **Pre-care:**  So that potential residents can get a feel for Wytham Hall before agreeing to a formal referral being made, we offer the option of an informal ‘no name, no pack drill’ visit, during which we tell something of the history of Wytham Hall, of our approach and demonstrate via face to face contact and a walk around our main building, that we may not be quite what the prospective resident might have imagined us to be. We require no information about the resident prior to such a visit and will not ask them questions about themselves during it.  We believe that both sides of the equation benefit from this approach. The prospective resident is able to see that we are not what they might have imagined us to be. They can ask as many questions as they need without giving anything of themselves. At its best, this approach can rapidly transform a reluctance into an enthusiasm. There is also the additional bonus, that the prospective resident might be more relaxed in their approach to the formal assessment.  From the staff perspective, our having met the prospective resident can enable us to tailor our approach to the assessment for the benefit of both parties. There is also the beginnings of a familiarity that allows staff to be a little more candid in their choice, and wording, of questions. | |
| **Aftercare:**  Moving on from Wytham Hall typically involves a move out of the borough of Westminster and, as a result, the resultant loss of networks that our residents may have developed during their stay with us.  We suspect that it may feel as though a rug has been pulled out from beneath them and that this is not an ideal state of affairs in which to retake up your independence.  We therefore attempt to provide at least one stable area of continuity by continuing our relationship with ex-residents in a low-key and informal manner. | |