**First Stop Manchester Case Studies**

Edward is 60 years old and lived in his home which he rented from a social housing landlord for over 10 years. He worked at a local hospital until he gave up his job to become a carer for his elderly mother, who lived in her own home close by. In 2015, Edward’s mother passed away. Overnight he felt he lost his support network-his mother and the health professional care team who cared for her daily. This had a huge detrimental effect.

Edward became ill mentally and physically. While his physical ailments were treated successfully, his mental health declined. Edward suffered severe anxiety attacks calling the emergency services at all hours of the day. One day a total of 60 calls made by Edward were recorded. Outpatient interventions were not successful in reducing Edward’s anxiety or reducing his calls to emergency services, so in July 2015 Edward moved into residential care on a respite basis. This move was to reduce the cost to public services incurred by these calls and also to help Edward overcome his anxiety attacks.

Adult and Families contacted First Stop Manchester in October 2015 to ask for help to rehouse Edward back into the community. It was clear when you visited Edward at the residential home he was not suitably housed. Our initial point of contact was Edward’s social worker. We discussed all information available from health professionals and case management meetings. There were divided opinions as whether a move into the community would be successful for Edward. We met with Edward and staff from the residential home where he was staying and decided that a trial stay in extra care living scheme should be arranged. At first Edward was apprehensive, he said himself he didn’t know how he would react staying on his own even for a few hours. We arranged short escorted visits to all 3 extra care schemes (care teams on site in event of emergency 24/7) in North Manchester, Edward started to show enthusiasm for the first time. He was very involved in getting his rehousing application in place.

The trial stay was cancelled once due to Edward not being well, but when it did go ahead for 3 nights Edward enjoyed his stay. A minimal care package was put in place, and Edward did not press his alarm buzzer for attention at all. Northwards Housing was able to offer Edward a property soon after the trial stay.

Edward accepted the offer at first, but declined at point of sign up. He did not have anxiety about his health resulting in contacting the emergency services anymore, but he was now anxious about taking on his own tenancy. To help Edward overcome this, we liaised with Adults and Families for Edward to move into the respite flat in the scheme for a four week period. At the end of this period we liaised with Allocations panel for extra care living in North Manchester for Edward to be made an offer that would allow him to move straight over from respite flat into his own tenancy.

First Stop Manchester liaised closely with Edward, his social worker and other agencies throughout the whole rehousing process. We advised Adults and Families’ about benefit and rent issues that accrued when Edward moved into residential care, we arranged for these issues to be disregarded for the purpose of Edward’s rehousing application.

Edward is now very happy in his new home, and working occasionally helping out in the scheme café. We helped Edward buy cleaning materials and a hoover from our First Stop Manchester Fund and Edward keeps in contact regularly to let us know how is getting his new home together. The scheme managers say that Edward is well liked and very sociable around the scheme. The care team see Edward daily to prompt with medication only.

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