

Leicester Partnership Trust

Maxine Jenkins – Specialist Health
Visitor Homeless Families

Hostels & Refuges

City Services

Liberty House 2	7 flats
Maple park -	7 rooms single women with children 10 years old and under
Oak Hill -	8 rooms – single women with children 10 years old and under
Panaghar refuge -	9 rooms over 2 sites
Women's Aid refuge -	10 rooms. Women/ children escaping domestic violence.
Liberty House (EMHA)	8 flats- women/pregnant and pre-school children
Bethany project	12 one bedroomed flats
Bridge House	7 rooms shared facilities – refuge for women and children escaping
Border House	58 units
Brooks House Refuge	19 flats

A Day in the Life of:

- Health Visitor
 - 6:30 a.m. took son to work too icy for his motorbike
 - 7a.m. breakfast with the family – load washing machine and dishwasher and off to work
 - 8 a.m. partner will be dropping my younger children off for school
 - 8:30 older child gets on school bus for a single journey to school takes about 20 mins
 - 8:30 First visit of the day – transfer in – assessment of a child now 2.5 has speech delay was referred but dna– Mother has depression on medication and would like referral to cpn services
- Homeless Family
 - 5:30 a.m. wake up wonder about my eldest the family has been split as at 17 he is too old to be in this hostel
 - 6 a.m. Quick breakfast – bread is dry as have to store it in my room or it will be eaten by others – milks gone from fridge
 - 6:50 catch first bus in to town – need to get two buses to get my children to school journey to school averages 2 hours

A day in the life of.....

- 9:30 emails record visit and complete referrals –phone call – 2 week old moved in to refuge, born prem and on specialist formula and meds – not from this area.
- 10:30 clinic – 3 families attend, child with thrush, mother in need of a high chair, and clothes for her child and one 2 year old with an ear infection, mother smokes agrees referral to STOP. Chat on phone with voluntary service trying to arrange for them to provide a free first aide course for the families in the hostel as part of our effort to promote health in the hostel
- 9:30 2nd bus didn't let me on with a pushchair as already got 2 on, kids were late into school again – will get moaned at again – get bus back into town bus fares really eating into my budget will spend day tomorrow hanging round school area to try to reduce cost
- 10:30 appointment with housing need to prove that I have no rent arrears from a private rent 2 years ago – not sure how I'll get this landlord may have moved on by now.

A day in the life of.....

12:00 visit with interpreter to Arabic speaking family from Syria – play and stimulation – am a little concerned she appears watchful of her partner – use need to register with gp as an excuse to get her on her own ask the question she denies but I go on to explain how service can help – professional uncertainty - will talk to hostel staff later find out if they have heard any arguments etc

13:00 Visit to child and family re safeguarding – both parents have a h/o substance use obtaining script ok but will need to talk to drugs team to check she is accessing services, go through weaning mother really anxious that child will hate her feeling really guilty over early enforced separation – talk about love

14:00 back at office – system one, phone call from family support have Mrs. x in office domestic violence – will be moving him to another hostel today- until she can be moved – social worker calls need to arrange urgent conference

14:30 dash off to get my kids from school

- 12:00 little one is fed up been in buggy for several hours now – need to get some food only got £1;50 – thank god for McD bus back to hostel
- 13:00 appointment back at hostel to see family support staff – trying to arrange a crèche place for little one but they are only open for a morning and I can't manage those hours. Need to get some washing done but can't as have to stay by machine or clothes get nicked
- 13:45 back on buses off to get kids from school – will need to see family support staff about changing the kids school can't keep this up for long but this will be the third time

A day in the life of

- 15:30 kids have bought some friends home to play – internet shopping and then get tea
- 18:00 tea over get kids ready for cubs
- 20:00 bath and bed time
- 20:30 off out for a game of squash
- 22:30 home well happy – I won! Off to bed
- Peaceful night
- 15:45 get kids and start journey home
- 17:30 finally get back to hostel – can't cook as other family using the cooker – kids get some crisps to keep them going
- 19:00 finally get access to the cooker to start tea
- 20:00 try to get kids to do homework but they are too tired – give it up and then fight with 2 year old to get him under a shower
- 21:00 kids to bed – other resident tells me all her problems makes me feel worse
- 22:00 kids up disturbed by girl in room next door playing loud music – put a dvd on for them
- 23:30 finally get kids off to bed
- 12:00 fire alarms go off all out!
- 3:00 7 year old wakes up has wet bed again – too scared to use the loo at night – give her my sheet as can't get a clean one till morning

Numbers

- Council does not analyse information on children – no notification system and no communication from social services
- LPT/UHL/GP – have no method to accurately identify which families are homeless/sofa surfing on system one
- My own data reflects only the families I see – last year in border house 163 children were seen by me and there were also 178 school age children, an increase of 35% on previous year.