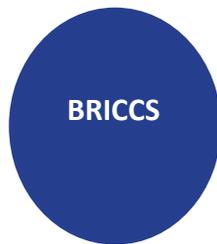


John's story

John had been living on the streets for 25 years and his physical and mental health were very poor. He was addicted to a range of substances, including alcohol and heroin. John was also known to the criminal justice system. John struggled to trust anyone and would only make contact with services when he was in crisis. He often presented at A&E departments with overdoses and threats to self-harm.

One of the biggest challenges was encouraging John to access services consistently and attend his appointments. This was important so that he could continue receiving the appropriate care.



WY-FI have taken the time to gain John's trust. As his confidence has grown, his navigator has been able to organise appointments with a GP, the local housing office and mental health teams.

John is now living in The Bungalow - stable accommodation provided by Incommunities. He's receiving ongoing support for his mental health, as well as seeing his GP on a regular basis to monitor his general health and wellbeing.

About the WY-FI Project

Our vision

By 2020 adults with multiple needs in West Yorkshire should have the opportunity of:

- a settled home
- positive health and wellbeing
- access to education and employment, and
- trust in a positive future

Ethos

Individuals with multiple needs:

- are supported by Navigators who build trusting relationships over time and who are service neutral
- receive person-centred support to achieve their hopes and aspirations, and
- inform future delivery models and innovation

What we do

WY-FI supports people who are not engaging effectively with services and are experiencing entrenched needs in **at least three** of the following four HARM areas:

- **H**omelessness
- **A**ddiction to drugs and/or alcohol
- **R**e-offending
- **M**ental ill-health

Working together

WY-FI does not deliver services but works with existing local services to co-ordinate and work together effectively to fully meet individual needs in a person-centred and co-ordinated way via a Multi-Agency Review Board (MARB)

John

Before WY-FI

John had been living on the streets for 25 years. His overall health was very poor and he was finding it difficult to engage with services.



Homelessness

John was living on the streets, with a journey of unsettled housing.



Addiction

John was addicted to heroin, MCAT and alcohol.



Re-offending

John was involved with the criminal justice system.



Mental ill health

John's mental health was chaotic, presenting at A&E with overdoses and threats to self-harm.

Joining WY-FI
December
2014



Chaos Index Score (also known as NDTA score) is an assessment undertaken by a navigator to establish whether an individual will benefit from WY-FI support against a series of need criteria. This is repeated regularly to measure progress.

John, WY-FI Lead Navigator in Bradford, has supported John to:

- get to important medical assessments and appointments
- move into supported housing
- begin treatment for various mental health issues
- create a plan of care that all services are willing to support

January 2018



Homelessness

John has been living in supported social housing 'The Bungalow' for almost a year.



Addiction

John no longer uses narcotics and only uses alcohol occasionally.



Re-offending

John is no longer involved in the criminal justice system.



Mental ill health

John is taking anti-psychotic medication and is being supported by a Community Mental Health Nurse.



Outcome Star Score is a self-assessment tool for beneficiaries to measure their distance travelled.

John is finally off the streets and living in sheltered accommodation. WY-FI have helped him to re-engage with services and he now has a full care plan that includes ongoing appointments for his physical and mental health.

After WY-FI