



Please, tell us about the work that Two Saints does?

Two Saints offer supported housing services in various places in the south of England that look to house homeless people and secure move on accommodation for them. We also work with individuals to build up their lives and integrate them into the community.



I work at Patrick House in Southampton; here we run two services under one roof. A 4 week assessment centre where we establish an individuals support needs, and a 6 month service to support individuals making changes in their lives.

What support is offered by Two Saints/Patrick House?

Here at Patrick House we offer a comprehensive range of support to vulnerable individuals over and above immediate housing needs. We have a dedicated assessment team who work with clients to complete a person centred support plan. We have a community inclusion worker who supports people who want to get into training, education or employment. We have a resettlement worker who supports residents with moving on. We also have a team of support workers who offer day to day support. This includes signposting to and liaising with specialist agencies, offering emotional support for clients in crisis and a friendly ear when needed.

What is your role in Two Saints/Patrick House?

My role at Patrick House is the flexi-support worker. My main responsibility is to book new clients into the hostel and explain to them the process involved in moving them through the system. Many of our clients are nervous about coming into the hostel so I always attempt to put their mind at ease and reassure them that this is a safe environment.

I also help residents establish themselves in the hostel, making sure they have a benefit claim, supporting them to collect their belongings from previous accommodation and providing extra key work support for the early part of their stay.

What are some of the other roles in Two Saints/Patrick House?

Two Saints operate a day centre in Southampton which is the first point of contact for a lot of homeless people. At the day centre we have a triage worker who carries out a preliminary assessment on clients to establish which part of the homeless pathway they need to access. We also have a private accommodation worker who liaises with local landlords to find private rented tenancies for clients with low support needs. Two Saints also have a floating support service based at the day centre. These workers provide support for clients in their own homes in an effort to prevent homelessness.

What has been the personal highlight(s) of your career to date?



I have been successful in referring a lot of clients to appropriate move on services, I have also been able to link clients with specialist support services and help them start their journey towards independence. However, I feel that the best work I do is talking clients down from a crisis point. When a resident asks for a chat because they are feeling low and suicidal, or they are tempted by drink or drugs they need someone to talk to while they process the urges. When I sit with a client and talk for a while and they leave feeling better I feel I have achieved a great result.



What projects are you currently working on? What is lined up for 2013?

I am currently running music workshops in the hostel's music room. At the moment we are working on a song about Patrick House that was written by two residents. We are planning to go into a studio in May to record the song professionally. I am also in the early stages of putting together a mini-festival of music which I am planning to put on this summer. Our Community Inclusion Worker has recently unveiled a bike loan scheme for residents, which has been very well received. There are also plans to expand the learning service to include more courses with qualifications at the end of them.

Do you have any 'coping strategies' that you use with clients?

In the last year or so we have been introducing the concept of PIE (psychologically informed environment). This is focussed on the psychological and emotional well-being of our residents. Using techniques like the ABC chart or the Chain Link Analysis we can work with clients to improve their own insight into events and behaviours that act as barriers to change.

We also work with outside services to tailor coping strategies to the individual. We work closely with mental health and substance misuse agencies to find new and innovative ways in which to support our clients in their time of need.



Do you have any 'coping strategies' that you use, personally?

I have taken to performing Reiki on myself every morning followed by some meditation. This allows me to start my day in a calm manner with a clear head. I also use reflective practice in the aftermath of any incidents or disappointing results. This allows me to look at what happened and see how to avoid

repeating situations that ended badly.

What does the future hold for Two Saints?

Two Saints are committed to providing increasingly tailored and effective services for its service users. We recognise the cycle of change as central to our work and seek to support people at all stages pre-contemplative to maintenance. We are proud that our independently commissioned stakeholder service reflected that 'we accept clients no one else will', 'no cherry picking at Two Saints' and we want to keep this 'open door' at the heart of our work. In an increasingly demanding commissioning regime with constricting budgets and public sympathy it is important we provide high quality evidence of the life changes we support and the value for money of our services. By attending to inclusivity, quality, outcomes, value for money and increasingly personalised service responses we can grow and offer a service to more vulnerable people.

Favourite Quote?

"...Out beyond ideas of wrongdoing and right doing there is a field, I will meet you there..."
Mevlana Jelaluddin Rumi - 13th century

You can catch all this and more Two Saints at: <https://www.twosaints.org.uk/>