

## **If you need housing advice or are homeless: People leaving hospital**

Most people admitted to hospital in Newcastle are not homeless and they can, and do, return to the address that they came into hospital from. However, we know that there are some people for whom this is not possible, either because their home is no longer suitable or appropriate for them to return to, or they were homeless before they came into hospital. We know that a delay in being discharged from hospital can be distressing and we want to support people to be discharged as soon as they are well enough.

Some patients become homeless whilst staying in hospital, either because:

- they decide not to go back to the home they were in before
- the person they were staying with decides not to allow them to return there
- they are at risk of losing of the accommodation they were living in prior to hospital

**The most important step to preventing delayed discharges from hospital and homelessness is to identify the accommodation needs you have as soon as possible.** Letting a professional know early on about concerns you have helps them to make early referrals to relevant advice and support, increasing the likelihood of finding suitable and sustainable accommodation for you when it's time to be discharged.

### **Who should I contact?**

If you were homeless when you went into hospital or you were living in a hostel or with friends and family and you can't return to that accommodation, you should contact the Housing Advice Centre as soon as possible.

The Housing Advice Centre is part of Newcastle City Council and offers a free, confidential advice service to anyone that has housing problems. We aim to help people to keep their home or help them to find one that meets their needs. We can help you to understand the different options that are available in Newcastle to solve your housing problems.

Staff at the Housing Advice Centre can:

- prevent a homelessness situation from occurring, wherever possible
- explain the processes of homelessness prevention
- assist in locating alternative accommodation, such as a housing association, local authority or privately rented property
- provide you with information and advice on your options

There is a wide range of advice and support available in Newcastle. The Housing Advice Centre can help you, or the person you're working with, to understand the different options available to solve housing problems. The earlier you get in touch, the more likely it is that you can get help.

**Phone:** 0800 1707 008 (Monday to Friday, 8.30am to 12 noon and 1pm to 4.30pm)

**Email:** [housingadvicecentre@newcastle.gov.uk](mailto:housingadvicecentre@newcastle.gov.uk)

**Website:** [www.newcastle.gov.uk/homeless](http://www.newcastle.gov.uk/homeless)

**In person:** Due to the coronavirus (COVID-19) pandemic, Newcastle City Council's Housing Advice Centre staff are only providing telephone or email advice. The Housing Advice Centre building will not be open for face-to-face advice until further notice. This will help us all to reduce the risk of spreading coronavirus. Please call or email using the contacts above

If you need to contact someone after 5pm or at weekends because it is an emergency and you have nowhere to stay that night phone the out-of-hours service on **0800 1707 008** (Press 2 for the Operator and ask for the Emergency Homeless Officer)

Staff at the Housing Advice Centre can arrange a time to speak to you over the phone or, in some cases, they may be able to visit you in hospital. You can also ask a relative, friend or member of hospital staff to contact us on your behalf. We will look into your circumstances and what assistance we can offer. We can give you advice and support to help you find somewhere to live that is suitable for you following your discharge from hospital.

## **Other support available**

### **Your Homes Newcastle Pathways Team**

This team can help you if you are unable to return to your existing home from hospital because it will no longer be suitable for you, or if you are worried about losing your existing home for some reason. The team can help if you:

- Are in hospital and will need alternative accommodation when you come out of hospital
- Have enduring mental health issues and are in hospital or need some housing support whilst living in a tenancy

You don't need to have been living in a Your Homes Newcastle (YHN) property for this team to help you. If you have an existing tenancy, don't terminate it without speaking to the YHN Pathways Team or the Housing Advice Centre.

**Phone:** 0191 277 1144

**Email:** [pathways.rehousing@yhn.org.uk](mailto:pathways.rehousing@yhn.org.uk)

### **Newcastle Homeless Service**

Northumberland, Tyne and Wear NHS Foundation Trust provide this service for adults who are homeless or living in insecure accommodation and are experiencing difficulties with their mental health and require assessment and treatment.

**If you are receiving mental health treatment as a hospital inpatient and don't have a care co-ordinator** you can contact either of the following Community Mental Health Teams for advice, or the ward you are on may do this for you.

Newcastle West  
Silverdale  
Grainger Park Road  
Newcastle upon Tyne  
NE4 8PR

Newcastle East  
Molineux Centre  
Byker  
Newcastle upon Tyne  
NE6 1SG

**Phone:** 0191 287 5060

**Phone:** 0191 287 5300

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