

Covid-19 accommodation:

Rebuilding lives in Bristol

St Mungo's supported more than **4,000** people staying in emergency Covid-19 hotels. Hannah, Rough Sleeping Prevention Service Co-ordinator, describes how as well as providing a roof, we supported clients in Bristol with their health needs, employment ambitions and finding a long term home.

In Bristol colleagues from across the area came together to form a bit of a super-team in terms of knowledge, experience and contacts. It enabled us to support people to take steps towards leaving homelessness behind for good.

Being in the hotel meant we were able to break down barriers to healthcare and actively encourage clients to seek out the treatment they needed. We often had health teams onsite, which meant people did not need to pay for transport or walk long distances to access services – appointments were also flexible. Close contact with residents, as we were all on site, also helped us build trust and encourage people to attend appointments for their health needs. Along with the homelessness health service in Bristol, we provided phones to our clients so they could access GP appointments.

As well as helping clients be proactive about their health, we also worked hard to keep them safe. If someone displayed Covid-19 symptoms, we worked closely with PHE to provide rapid testing and anyone who had shared bathrooms with them were also able to safely self-isolate.

We helped people find ways into employment through partner organisations and routes into accommodation that was right for them. Some people moved on to longer term homes within the homelessness pathway to receive continued support. We helped others navigate the private rented sector online. One gentleman we supported was deaf and could only communicate through Russian sign. He had come to the UK after fleeing violence in his home country. By the end of his stay with us he had lined up a privately rented flat and secured a job. It was so inspiring to see him progress.

What we have done this year in Bristol is an amazing achievement, which would not have been possible without the joined up working between teams at St Mungo's and our partners in the area.



Metkel, St Mungo's hotel client



“When I reflect back on the last year – exhaustion, tiredness, not sleeping very well – have I recovered from it? Absolutely not! As a team it's been hard work. But also, what a lovely thing to be able to do. What a privilege to be part of it. And you know what? I'd do it all again tomorrow.”



John, Bristol Outreach Worker

Our impact in 2020-21

Helped more than

546



people in Bristol to isolate safely in emergency Covid-19 accommodation.

Supported nearly

239



people make positive moves from emergency accommodation into longer-term housing.