



Queens Cross Housing Association has combined its youth homelessness, mental health and its older people's services into one new service - **Queens Cross Wellbeing.**

Contact

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housing first for young people	0141 945 3871
for people age 60+	0141 945 4371
for good mental health	0141 589 7360



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- for good mental health

Helping people live independently at home by providing support where it's needed most.



Wellbeing: housing first for young people

We provide a home for young people aged 16 to 25 who are at risk or have experienced homelessness. Every young person we work with is different ... most have experienced an unsettled childhood.

There are two tiers to this new community based housing first model and this provides the flexibility that makes it work.

- Transitional housing providing supported accommodation to 13 young people.
- Transitional support to 40 young people living in permanent tenancies.

Young people enter our housing first model at the stage that is right for them.

We offer support that is youth specific, helping young people manage their homes and with the journey into adulthood.

Aimed at enhancing protective factors and building resilience, the model focusses on wellbeing and providing meaningful opportunities to get young people safely to the next stage in their life and independence.



Wellbeing: for good mental health

This is our project for supporting people experiencing or recovering from mental health related issues.

We provide help with budgeting and shopping, medication prompts, dealing with letters and form filling, accessing training or education and liaising with other services.

We also help look after people's emotional wellbeing offering a range of social activities in groups and for individuals.

The team is on hand to offer individual support and practical assistance from one to 21 hours a week.

Our Wellbeing Service brings these three strands together and will ensure we continue to deliver high quality, person centred services so people of all ages can live independently in their own homes.



Wellbeing: for people age 60+

We provide two service strands to tenants age 60 and above.

The **Older People's Wellbeing Service** helps people manage their tenancy as age related health and mobility concerns reduce their confidence. We ensure regular contact so that people can live independently and at home in their community.

This can include helping arrange repairs or adaptations, accessing money and benefits advice, providing updates about events and activities or getting help from other services.

The **Intervention Service** provides tailored support when someone's unwell; providing assistance until they recover or longer term arrangements can be made.

The Intervention Service is free and open to everyone living in North West Glasgow (not just Queens Cross tenants).

If someone is very ill and has no-one to help we can support them after a fall, dealing with a hospital stay and when they're discharged. We can collect people to help them home from hospital, settle them in, get shopping and prepare food.

We assist social work and NHS professionals who are working with older people.

Support normally lasts around six weeks and works to reduce dependencies and build individual capacity and resilience.