



Exeter
City Council



Julian House
The home of opportunity

Advice Guide

Homeless when leaving hospital

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Homeless when leaving hospital

Being admitted to hospital can be daunting and a cause of worry and confusion for patients, carers and families alike. For some patients, there is the added worry of having somewhere safe to return to when they leave hospital. Problems around housing and homelessness are challenging at any time, but resolving these whilst an in-patient is especially difficult.

Thankfully, the local authorities and NHS Trusts in Devon recognised this some years ago, and have taken steps to ensure that patients and their families receive support and advice when in this situation.

What to do if you are in Royal Devon and Exeter (RD&E) Hospital and face homelessness on discharge

At the RD&E hospital, there is a dedicated service to support anyone who does not have a safe, secure and affordable home to return to, called Bay6.

Bay6 is a project provided by **Julian House** and based in the Royal Devon and Exeter Hospital. We offer housing and benefits advice for patients who find themselves at risk of homelessness on discharge from hospital. Discharge planning starts at the point of admission and we work closely with all wards in the hospital to ensure that anyone with a housing and/or benefits issue has an early referral to us. We seek to resolve immediate housing and/or benefits challenges and provide support for people to move into longer term, sustainable accommodation.

What can you expect?

- A bedside visit from one of the Bay 6 team
- Advice and support to secure accommodation if you are homeless and/or around benefit entitlement and debt advice
- A plan of action that you are happy with
- Access to a dedicated benefits advisor attached to the project that works with us for one day a week.

Patients find themselves homeless for a variety of reasons. In addition to supporting people who have come into hospital directly off the streets, we also offer individualised, person-centred support for a wide range of patients who have never experienced homelessness and may feel very fearful. Swift recovery and prevention of re-admission is our collective focus and cannot happen without safe and secure accommodation on release from hospital.

We work to ensure the RD&E does not experience unnecessarily delayed discharges, unplanned admissions, or A&E attendances, saving the NHS an estimated £200k per year. We work closely with Housing Options Teams across all local authorities and district councils to ensure that limited resources and accommodation are accessed appropriately and in a timely way.

To know more, or to make a referral, please call **07969 999384** and let us know your name and what hospital ward you (or a loved one) are on.

If you have a home already but it needs to be adapted, the **hospital** will refer you to the Council's team who are responsible for adaptations or to the [Disabled Facilities Grant](#).

Exeter City Council Housing Solutions Service

If you are discharged from hospital and are homeless or threatened with homelessness then please get help at the earliest opportunity.

Contact details for Exeter City Council's Housing Solutions Service

Online: [Contacting us for housing advice - Exeter City Council](#)

Address: Civic Centre, Paris Street, Exeter EX1 1JN

Tel: 01392 265726

If you are homeless outside of normal office hours (Monday-Friday 9am-5pm, excluding bank holidays) or at the weekend then please contact Exeter City Council's Out Of Hours Number:- 01392 265147 for assistance

Other Devon Local Authority Contact Details

The following local authority areas are supported by Devon County Council:

- [East Devon District Council](#)
- [Exeter City Council](#)
- [Mid Devon District Council](#)
- [North Devon District Council](#)
- [South Hams District Council](#)
- [Teignbridge District Council](#)
- [Torridge District Council](#)
- [West Devon Borough Council](#)

These are Devon Unitary Authorities and provide their own support

- [Plymouth City Council](#)
- [Torbay Council](#)