



NOAH



Ola Story – August 2023

In July a Nigerian patient Ola was ready to be discharged from Ash ward at the L&D but he had nowhere to live. If he returned to rough sleeping the likelihood of relapse and readmission for his mental wellbeing was high.

When he came to NOAH his face was swollen, he was depressed and highly medicated and he looked sick and scared about what was happening to him.

However, instead of rough sleeping the NOAH Hospital Discharge Worker Shenaz provided him with a few nights interim hotel accommodation and referred him to our in house immigration advisor Maria. She wrote to the home office regarding his 10yr family visa route and submitted a change of condition form. She helped him upload his bank statements and necessary evidence of destitution and stressed the urgency of the case in her correspondence. Within just 5 days the home office confirmed that his no recourse to public funds status had been removed and he was now entitled to claim housing benefit.

When he came and spoke to Maria she told him there was good news. He was screaming and jumping, he said this was a new lease of life for him. We had to ask him to calm down as the relief was so strong.



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NOAH



The Queen's Award
for Voluntary Service

That same day our NOAH Hospital Discharge Project Worker Shenaz helped him make a universal credit claim and provided a new mobile phone and sim for him to administer this application. Two days later we helped him apply for accommodation at a local supported housing provider in Luton. Ola came to us and said that actually he had been able find himself a private rented room in Luton which accepted housing benefit which he preferred. He was able to move himself in and get set up in a new home.

It is unlikely this level of expertise and holistic intervention including OISC immigration advice would have been able to unlock the situation were it not for NOAH's involvement.

We fully believe that access to stable and quality accommodation is a significant wider determinant of health and wellbeing and we strive to help everyone in Luton to obtain this to avoid future health challenges and hospital admissions.

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