

Brú Aimsir Emergency Accommodation Service Users Survey 18.05.2016

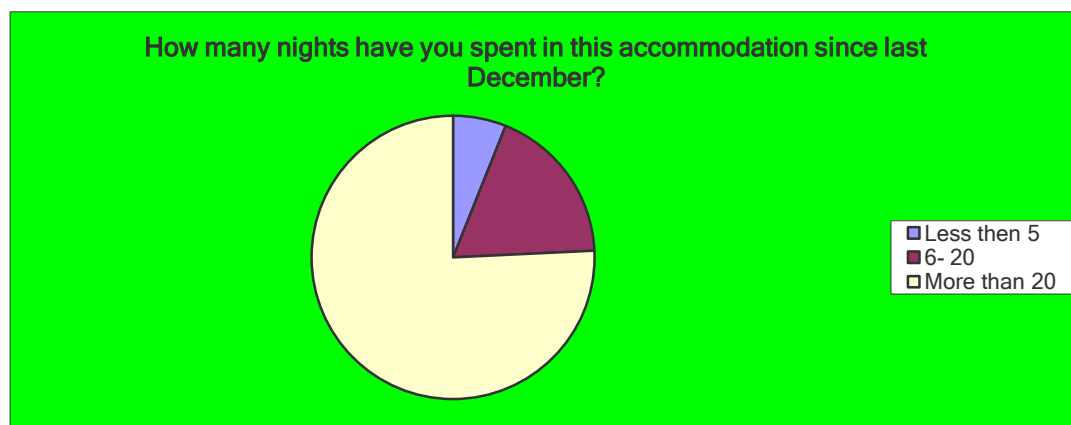
This survey was carried out on the night of 15th May and morning of 17th May 2016 with homeless people staying at the Brú Aimsir hostel. Volunteers from North Dublin City GP Training Programme, medical students from UCD and other health and community workers (TCD) conducted the survey. Crosscare are thanked for facilitating the survey.

What kind of a bed do you have here?

Answer Options	Response Percent	Response Count
One night only	9.1%	3
Rolling	90.9%	30
<i>answered question</i>		33

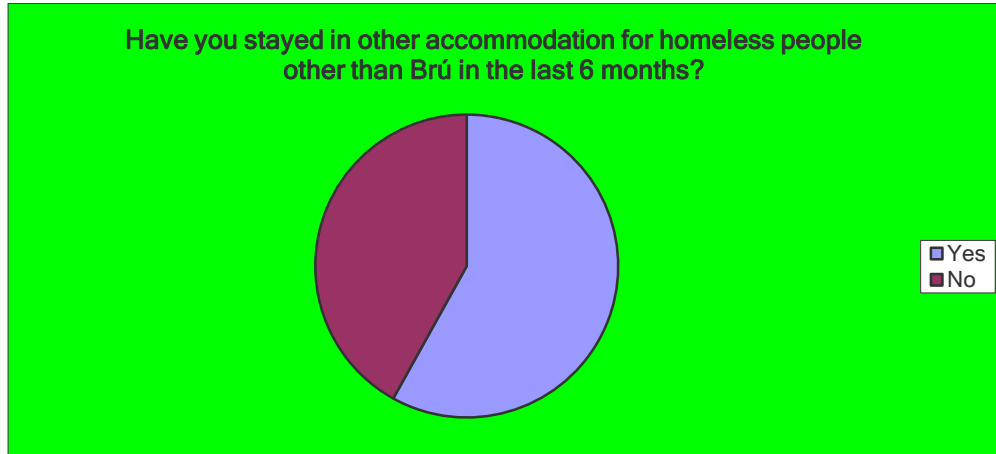
How many nights have you spent in this accommodation since last December?

Answer Options	Response Percent	Response Count
Less than 5	6.1%	2
6- 20	18.2%	6
More than 20	75.8%	25
<i>answered question</i>		33



Have you stayed in other accommodation for homeless people other than Brú in the last 6 months?

Answer Options	Response Percent	Response Count
Yes	58.1%	18
No	41.9%	13
<i>answered question</i>		31



If yes, name last 2 (or if only 1 just 1)

Answer Options	Response Count
Barracks	3
Blessington st	1
Richmond St	3
Cedar house	5
MQI night café on floor	4
Johns Lane	3
Maple House	2
Mount brown	3

How does Brú compare to other accommodation for homeless people you have stayed in?

Answer Options	Response Percent	Response Count
Much better	72.2%	13
A little better	27.8%	5
No difference	0.0%	0
A little worse	0.0%	0
Much worse	0.0%	0
<i>answered question</i>		18

How does Brú compare to other accommodation for homeless people you have stayed in?

- Clean, safe, community among people staying in rolling beds
- Clean, staff are great, more relaxed, spacious
- Cleanest place ever stayed in
- I have an actual bed
- It's cleaner
- It's great the staff are great
- It's the best
- More open. The facility
- Much better facilities
- No hot food in Brú which is not good
- Sick bed
- Size , beds new bed clothes ; can stay till 10 am. Food service brilliant.
- Staff are cooperative and nice .
- Staff decent pleasant and caring
- Staff know what they are doing
- Staff, facilities, helpful advice able to talk to someone all the time , doctor services
- Very much nicer and kinder here than (names other hostel). Very clean and tidy and I feel safer here than (names other hostel)

On a scale of 1-10 how would you rate the different aspects of this accommodation:

High scores were given for the 6 aspects asked about. Top scores were achieved for the welcome received, staff and the assistance and support. An overall average score of 9 was given by the Brú Guests to the facility in general.

	Minimum	Maximum	Mean
Clean	5	10	9
Safe	4	10	9
Food	4	10	8
Welcoming	6	10	10
Staff	7	10	10
Assistance	6	10	10
Overall	6	10	9

Can you give an example of something you like about Brú?

- Attitude of the staff and volunteers
- Beds well-made and good quality sheets. Lots of supplies. Very like a hotel.
- Bingo; arts and crafts ; music - volunteers outstanding
- Clean and safe, respect
- Clean. Safe. Atmosphere is good.
- Friendliness
- Go asleep properly no fighting no roaring or shouting

- Good facilities, good people, staff assistance is good. Secure
- Good staff
- How big and open the space is , the rooms are good
- It's clean, there is no other hostel like this
- I've been homeless all my life and I have never felt so welcomed before, the health clinic has looked after me very well. I have made some good friends here too
- Own space.
- Relaxing laid back not bad drug scene
- Rolling bed and a shower. I work on construction and it's very important I have bed and shower. Its also safe it's like a secret place.
- Staff
- Staff are friendly and very informative
- Staff are good, helpful. Good atmosphere
- Staff are really friendly. Small rooms, not sharing (dorms)
- Staff are very helpful make you feel welcome and appreciate that its hard it is to have a long day out on the streets, warm welcome when you come.
- I love that I don't feel afraid in Brú, unlike other hostels
- The beds
- The layout is nice, it's much more open
- The porridge
- The staff and the people are very friendly and nice.
- The staff are very good and helpful in comparison to other hostels I have stayed in
- The support from the staff and how helpful they are and how they go all out for you
- They care about the people there taking care of
- Very good

Can you give an example of something you don't like or something that could be improved?

- It could do with a TV
- Crack down on drugs
- Door needs more security
- Doors on the rooms or a TV in the common area
- Empowering residents by giving them housekeeping jobs and things to do Use the space a lot better by having classes, computers etc.
- Just one day where we didn't have to get out at 10 and could stay all day or come in and out
- I don't like the florescent lights, it can be very loud
- If it was left it open (all day)
- Keep people out of addiction separate from those still addicted.
- Make it last longer - keep it open
- Meals
- More beds
- More supervisor on toilets (needles sometimes). Doors on bedrooms.
- Not like home but very good help.
- Only admit sober people

- Put doors on rooms or screens. Appreciate easy access by staff needed for observation and checks
- Security at the door
- Some more sockets
- Sometimes no food. Irregular
- Staff being more reasonable. I was 10 minutes late one evening and was refused my rolling bed and had to call the Homeless Freephone and slept on the floor in MQI. My belongings were here in a locker and I had no access to them
- Stay open
- Summer and winter. Full hostel
- Televisions
- The food - I can't eat meat
- To separate the sober people from the drug users
- Too far from addiction clinic (in Ballymun)
- When the place is at maximum capacity greater monitoring of hard drug availability

Health Clinic

Have you used the health clinic here?		
Answer Options	Response Percent	Response Count
Yes	63.3%	19
No	36.7%	11
<i>answered question</i>		30

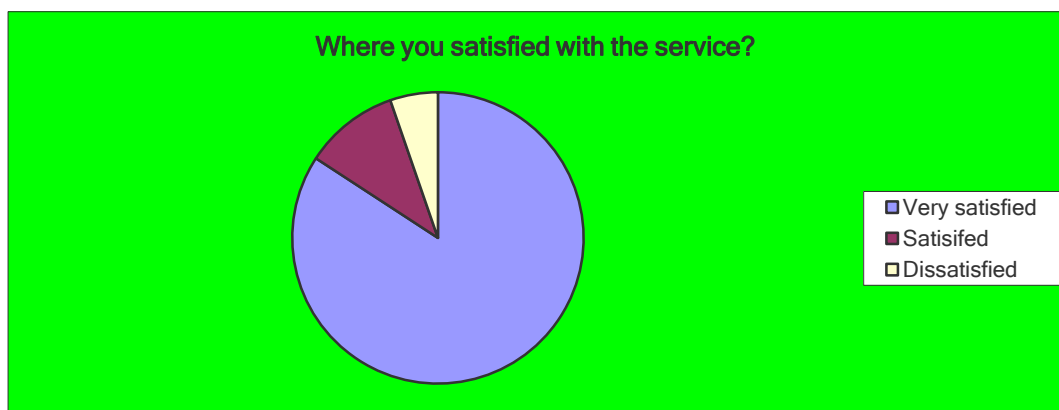
Who did you see?		
Answer Options	Response Percent	Response Count
Doctor	73.7%	14
Nurse	26.3%	5
<i>answered question</i>		19

How many times did you attend the clinic/health care professional?		
Answer Options	Response Percent	Response Count
Less than 5	68.4%	13
6-10	10.5%	2
More than 10	21.1%	4
<i>answered question</i>		19



Where you satisfied with the service?

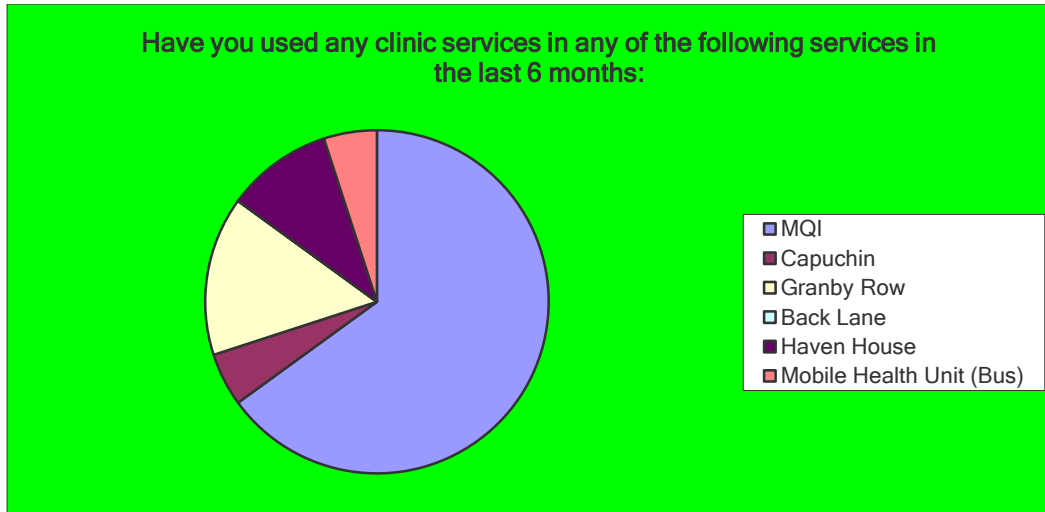
Answer Options	Response Percent	Response Count
Very satisfied	84.2%	16
Satisfied	10.5%	2
Dissatisfied	5.3%	1
<i>answered question</i>		19



Two thirds (67%) who had used the health clinic had also been seen in another Safetynet Primary Care service.

Have you used any clinic services in any of the following services in the last 6 months:

Answer Options	Response Percent	Response Count
MQI	65.0%	13
Capuchin	5.0%	1
Granby Row	15.0%	3
Back Lane	0.0%	0
Haven House	10.0%	2
Mobile Health Unit (Bus)	5.0%	1
<i>answered question</i>		20



Do you have a medical card?		
Answer Options	Response Percent	Response Count
Yes	63.3%	19
No	36.7%	11
<i>answered question</i>		30

If no, why not?

- Employed
- Got thrown out of city house for fight and didn't get a card.
- I have applied but sent a letter requesting more documents
- I have to renew it and it needs a stamp that I can't get here
- I've applied for one
- Not applied
- Recently out of prison
- Stolen three weeks ago
- Wasn't entitled when applied

Do you have a GP?		
Answer Options	Response Percent	Response Count
Yes	76.7%	23
No	23.3%	7
<i>answered question</i>		30

It appeared as though those who said they had a GP were referring to a GP in other Safetynet services as 15 had used other Safetynet services and almost half of those who said they had not medical card said they had a GP¹.

¹ A Medical Card is necessary to have a mainstream family GP

If No GP – Give Reason

- It's difficult because I'm homeless my GP Practice said my medical card is out of date
- My GP is in Co Clare
- I don't like her
- It's appointment only, no walk in service
- It's too far away
- Late appointments
- No medical card currently (stolen)
- They're in Tallaght - too far away

Impact of Proposed BRÚ Closure

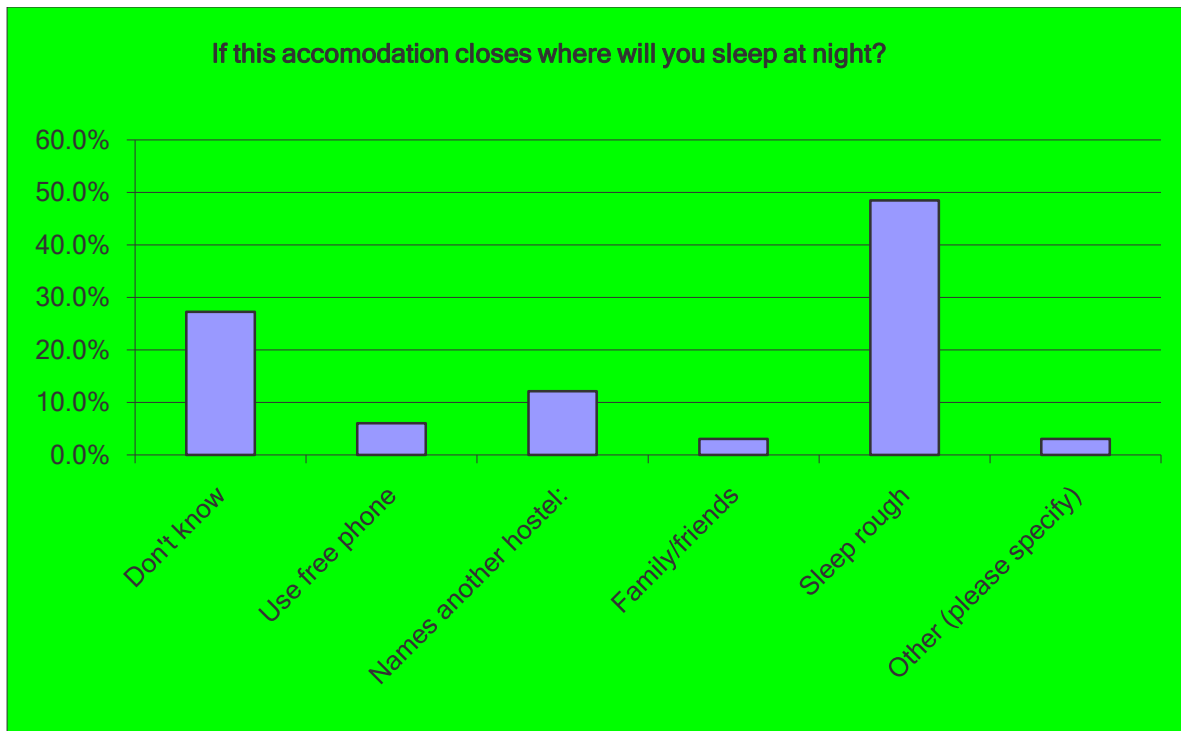
Have you had to sleep out in the past?		
Answer Options	Response Percent	Response Count
Yes	83.3%	25
No	16.7%	5
<i>answered question</i>		30

If yes, when was the last time?

- April 5 Before Brú opened 1
- February 1 January 4
- Last Saturday 1 Last year 3
- March 3
- Night before last (Woman) Rough sleeper team from Simon got me here . 1
- Oct-15 1 Sept 2015 1
- Spring 1 Two nights ago 1
- Until I got into Brú 2 weeks ago 1
- Week ago 1

If this accomodation closes where will you sleep at night?		
Answer Options	Response Percent	Response Count
Don't know	27.3%	9
Use free phone	6.1%	2
Names another hostel:	12.1%	4
Family/friends	3.0%	1
Sleep rough	48.5%	16
Other (please specify)	3.0%	1
<i>answered question</i>		33

76% did not know where they would go or said they would sleep rough if Brú closed. 1 said the Brú staff said they would find him somewhere for 6 months as he was now on a rolling bed.



Any other comments?

- Don't close Brú. If this closes you add us into the already in crisis homeless situation on the streets. I have an illness I can't manage living on the streets
- I don't know why Brú is closing, residents have been left in the dark . Always in fear of turning up at the door and being told my bed has been cut.
- I just hope Brú doesn't close
- It's the best hotel I have ever stayed in.
- Keep Brú open. Keep these facilities sober.
- Keep it open.
- Might be dangerous if Brú wasn't there. Not as safe. Drugs and violence
- Not enough spaces for women in general, Brú is really the only place that offers somewhere for women.
- Open up more beds. Wasted free beds. TV
- Please stay open.
- Rolling beds have to be put somewhere so guaranteed a bed.
- Staff are 100%, guys that are staying here aren't bad. If the place closed down, I'd be lost without the Brú. I've got so much help off these people.

- This is the best facility that I have stayed in and it is a total waste if they close it because other places are like another world. It's clean, it's accommodating, the staff are accommodating for everybody. If they close it they are making us go backwards.
- Very glad of facilities and staff.
- Who is going to look after the people in Brú if it closes? Brú is looking after a lot of communities and homeless people. There is a chance that some people will die on the streets
- I would be happy to stay if possible. Staff and volunteers go above and beyond. More than they could have been asked. Really very good support if you link in very helpful.
- Would be very sad if it was to close as it's a great service and I can't fault it. One of the best hostels I've ever stayed in

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