



Focused Care CIC
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Date: 22/07/2020

Dear Ancora and Keyring: Barbara, Jeannette, Dianne, Suzy and everyone

We are writing this letter from Focused Care to thank your team for all their support of our vulnerable and homeless patients during COVID lock down. Your help has been invaluable to so many of our patients.

Ancora and Keyring can reach those patients who struggle to work with statutory services. I see you as a much needed complement and addition for those patients who are invisible to the system because they struggle to fit in and access services. I have very much appreciated your warm welcome at The Three Crowns, your positive individual attention to those patients who might look, sound, behave or smell different, often over a cup of coffee. You have stood with patients to get the best out of their situations by looking at all the variety of alternatives in the third and state sector.

Examples for me have been working with a homeless patient who refused to work with the Council, and so you worked with him, until he was actually on both Universal Credit benefit and housing lists with the council and now has a house and is off benefits as he is working. Another is a family who have substance abuse, mental health and housing issues: you were patient with them and helped them holistically with food parcels, electricity vouchers for cooking, clothing, counselling and help with moving and managing the move. You offer a very personal approach to those more on the fringe of society including the rough sleepers.

All the Oldham Focused Care team are very grateful for your presence in Oldham and would like to thank you for all your hard work and diligence with those less able to access services. Thank you.

Ruth Chorley

Focused Care Lead