



**the mungo  
foundation**

life justice community

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## **Young Homeless**

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### **De Paul House**

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**De Paul House**  
**27 Cruden Street, Govan, Glasgow G51 3RP**  
**Tel: 0141 445 2800 Fax: 0141 445 6167**  
**Email: [depaulhouse@themungofoundation.org.uk](mailto:depaulhouse@themungofoundation.org.uk)**

# Service User Charter

**Each service user will have the right to:**

**be treated as an individual**

**dignity, privacy and respect**

**participate in the planning of your care or support plan**

**receive care or support appropriate to your needs**

**expect confidentiality at all times**

**independence and accountability for your own actions**

**undertake individual tasks**

**equal opportunities in relation to services**

**access a formal complaints procedure and to be represented by a friend or advisor if you so wish**

# De Paul House

De Paul House provides accommodation and support to young people with complex needs aged between 16 and 25 who are homeless or at risk of homelessness. The project has nine individual flats and two communal flats. The communal areas are used for cooking, eating, socialising and group work. The aim of the service is to equip young people with the emotional and practical skills to enable them to progress to independent living.

# Referral Criteria

Referrals are made on behalf of a young person by:

Social Work Care Managers

Social Work Through Care Team

An informal visit to the project will be arranged for the young person. Following this a more formal meeting will take place to assess the suitability of the service and to identify how it can best meet the young person's needs.

## Length of Stay

Length of stay will be determined by the young person's individual support needs, their ongoing development and the continued appropriateness of the service.

# Services Offered

Full needs-led person centred support plan

One to one key worker support

Safe, secure living environment

Support to consider current lifestyle and to progress to more positive personal choices

Individual flat

Use of communal facilities

Support to develop and maintain daily living skills e.g. budgeting, cooking, housekeeping

Access to jobs, training courses and education

Access to addiction, mental health and other primary care services via referral by project workers

Opportunities to attend group outings and activities

Trained staff who will support the service user in a professional and flexible manner

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**The Mungo Foundation offered all the support I needed and taught me that I only get out of life what I put in.**

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If you would like a summary of this leaflet in large print format, audiotape or in your community language, please e-mail, phone or write to us via the contacts below.

Ma tha giorrachadh den leabhran seo a dhìth oirbh anns a' chlà mhòr, air teip-claisneachd no anns a' chànan agaibh fhèin, cuiribh fòn no sgrìobhaibh thugainn aig na h-àireamhan gu h-ìseal.

Aby otrzymać streszczenie niniejszej ulotki dużym drukiem, kasetę magnetofonową lub wersję w swoim ojczystym języku, prosimy skontaktować się z nami pocztą elektroniczną, telefonicznie lub listownie, korzystając z danych kontaktowych podanych poniżej.

यदि आपको इस नौकलेन का सारांश बड़े अक्षरों में, ऑडियो टेप या अपनी भाषा में चाहिए, तो कृपया नीचे दिए गए संपर्क नं. में मेल करें, फोन करें या लिखें।

এই তথ্যপত্রের একটি সারাংশ মোটা হরফে, ক্যাসেটে রেকর্ড করে বা আপনার নিজ ভাষায় চাইলে অনুগ্রহ করে নিচের যোগাযোগের বিবরণ ব্যবহার করে আমাদেরকে ইমেইল, ফোন করবেন বা চিঠি লিখবেন।

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਪਰਚੇ ਦਾ ਸੰਖੇਪ ਵੱਡੀ ਛਪਾਈ ਦੇ ਰੂਪ, ਸੁਣਨ ਵਾਲੀ ਟੇਪ ਤੇ ਜਾਂ ਮਾਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਈ-ਮੇਲ ਜਾਂ ਫੋਨ ਕਰਕੇ ਜਾਂ ਠੀਕ ਸਿੱਖਣ ਵਾਲੀ ਟਿੱਖੋ।

اگر آپ اس لیفلٹ (کافیج) کا خلاصہ بڑے خطی میں ،  
آڈیو ٹیپ یا اپنی زبان میں حاصل کرنا چاہتے ہیں تو  
براہ مہربانی ہم سے مندرجہ ذیل ای میل ، ٹیلیفون یا  
پتہ پر رابطہ قائم کریں۔

إذا كنت ترغب في الحصول على ملخص عن هذه النشرة بأحرف كبيرة أو على شريط سماعي (كاسيت) أو بلغتك الأم فالرجاء الاتصال بنا عن طريق البريد الإلكتروني أو الهاتف أو الكتابة لنا على العنوان الموضح أدناه.

如欲索取本單張摘要的特大字體、錄音帶或中文（廣東話）版本，請發送電郵、致電或來信向我們提出要求，我們的聯絡資料如下。



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The Mungo Foundation, formerly the Community Social Services Department of the Archdiocese of Glasgow, is an independent organisation in the voluntary sector. The Mungo Foundation is a company limited by guarantee registered in Scotland (SC256488) and is a registered charity (SC035078).