Westminster Homeless Health Coordination Project

Annual Report 2017-2018

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Acknowledgements

This past year has seen an improved focus on health and wellbeing for service users across the borough. Health professionals and service providers have been working in partnership to improve the health and wellbeing of service users in the borough. The activities and events are testament to the joint working efforts of health and housing services Westminster and the achievements of the HHCP would not have been possible without the efforts of the following:

- Jenny Travassos (Head of Prevention) and Victoria Aseervatham (Rough Sleeping Commissioning Manager) for their continued support of the HHCP and dedication to the health and wellbeing of service users in Westminster.
- The health and wellbeing services who have delivered training, health screenings and attended the service user conference to improve service user health.
- The health and housing providers who regularly attend and contribute to the Health Action Group meetings.
- The supported housing managers and staff for promoting and coordinating events within their projects and supporting service users to attend HHCP health events.
- The Health and Homelessness Project volunteers for generously giving up their time to run health and wellbeing sessions, conduct research, develop health toolkits and assist at the annual HHCP events.
- The service users and their commitment to improve their health and wellbeing.

All photographs featured in this report were taken with consent.

Abbreviations and acronyms

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
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<tbody>
<tr>
<td>BBV</td>
<td>Blood-borne viruses</td>
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<td>CCG</td>
<td>Clinical Commissioning Group</td>
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<td>CHAT</td>
<td>Common Health Assessment Tool</td>
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<td>CLCH</td>
<td>Central London Community Healthcare</td>
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<td>CNWL</td>
<td>Central and North West London NHS Foundation Trust</td>
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<td>CSTM</td>
<td>Connections at St Martin’s</td>
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<td>EASL</td>
<td>Enabling Assessment Service London</td>
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<td>HAG</td>
<td>Health Action Group</td>
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<td>HHPA</td>
<td>Homeless Health Peer Advocacy</td>
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<td>MHU</td>
<td>Mobile Health Unit (Find and Treat)</td>
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<td>HHCP</td>
<td>Homeless Health Coordination Project</td>
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<td>HABIP</td>
<td>Homelessness and Brain Injury Project</td>
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<td>ABI</td>
<td>Acquired Brain Injury</td>
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<td>WCC</td>
<td>Westminster city council</td>
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Executive report

Homeless and vulnerably/temporarily housed people experience some of the poorest health outcomes. Often, service users experience multiple complex health needs (physical, mental and substance misuse). The ever changing landscape of the healthcare system, housing service providers and staffing teams means it is important to maintain a high standard of joint working to ensure service users receive the best health outcomes. It is important for the Health and Homelessness Coordination Project to continue to work in partnership with health services and housing service providers to ensure that service users continue to address their health issues and improve their health and wellbeing.

The Health and Homelessness Project (HHCP) commenced at the end of June 2015 and supports 19 services across Westminster to improve health access and decrease health inequalities of those in supported housing projects and rough sleepers.

The statistics from the HHCP’s quarterly reports determine the key areas of focus:

- To continue to identify methods to reduce clients’ reliance on emergency services and source training to increase staff knowledge on when it is necessary to call an ambulance
- Increase the number of case conferences run for service uses
- Strengthen relationships with external health services
- Develop new relationships with external health services
- Increase the amount of in-reach BBV screening in services
- Delivering health and wellbeing training to staff and services and promoting the HHCP.

Over the past year the Health and Homelessness Volunteers have been developed as a programme. At present the programme has 11 dedicated volunteers with roles that vary from running in-reach health and wellbeing sessions, to participating in research and creating health toolkits, discussed later in this report. The HHCP has further plans for the future and these are discussed in the conclusions and recommendations section.

Positive outcomes and highlights of the past year:

- 167 service users attended health awareness sessions.
- 704 staff members attended health training, indicating an increase of 92% compared to 2016-2017.
- 134 attendees at the Staff and Service user Conference on 17th April, indicating an increase of 48% compared to 2016-2017.
- 35% increase in referrals to Groundswell HHPA service.
- The HHCP website was visited 911 times, indicating an increase of 90% compared to 2016-2017.
• A total of 130 attendees at seven Health Action Group meetings, indicating an increase of 37% compared to 2016-2017.
• 149 service users had TB screened and Flu jabs, indicating an increase of 3% compared to 2016-2017.
• New monthly clinics for staff have started on brain injury, occupational therapy and mental health advice.
• 264 staff members attended training on acquired brain injury (ABI).
• The HABIP reached 100% of its target of training 250 staff members by June 2018.
• 83% of training attendees reported their brain injury knowledge as high after training.
• The Homelessness and Brain Injury Toolkit was completed in June 2018 and distributed to staff across the homeless sector nationally.

Annual positive outcomes in 2016-2017 compared with 2017-2018

![Annual Positive Outcomes Graph]

Figure 1 illustrates some of the positive outcomes achieved in 2017-18 compared with 2016-17.
HHCP Model

The HHCP diagram below demonstrates how the HHCP works to coordinate the work of health and housing providers across Westminster to improve the health for service users. The HHCP works in partnership with 19 homeless services and numerous primary, secondary and community health and wellbeing services.

Table 1: The HHCP model

Through health action group meetings, annual events, training, e-newsletter, online resource, health statistics and working with health and wellbeing services the HHCP works to ensure that:

Housing staff are:
- Knowledgeable of what health and wellbeing services are available in their area.
- Knowledgeable of where to refer and sign post service users.
• Monitoring and identifying service user health needs and supporting service users to address these needs.
• Networking with health and wellbeing services.
• Sharing examples of best practice with other services.

Service users are:
• Assessed for health needs and given the appropriate support and advice.
• Made aware of available health services and treatments they provide.
• Feel empowered to acknowledge health needs, access local support services and make decisions regarding their health.
• Encouraged to attend HHCP annual events and supported to make positive changes to their health and wellbeing.
• Experiencing improved health outcomes.

The annual Staff and Service User Conference provides a structured and valuable networking opportunity for both staff and service users. Staff and service users are given the opportunity to network with health and wellbeing services as well as other housing providers. Joint working further informs knowledge on health and treatment services in the borough, specifically addressing our service user health needs. Health service providers are given the opportunity to meet with staff and service users on the day and promote their projects and services. Feedback from the event has been positive and has been very useful in regards to planning consecutive events and influencing the delivery of the HHCP.

The commitment and dedication of borough-wide health and wellbeing services in attending these events and providing training to staff and service users has been instrumental in service development, implementation and feedback. The continued engagement and feedback from housing service providers has also been instrumental in service implementation and delivery.
HHCP in Numbers

134 Service users and staff attended the Annual Health conference on 17th April

167 Service users attended health trainings

704 Staff members attended trainings

264 staff members attended Brain injury trainings and monthly drop in sessions

130 attended Health Action Group meetings

149 service users had TB screened and Flu jabs
Statistics
Ambulance call outs & subsequent conveyance
A total of 524 ambulance call outs were made by services during 2017-2018, and 71% of these were conveyed to hospital. This illustrates a 10% decrease in the amount of ambulance call outs and a 6% increase in the amount conveyed to hospital. It is suspected that this increase is due to a large number of service users utilising the synthetic cannabinoid (Spice).

Escorted health appointments via Groundswell
A total of 383 appointments were made via homeless services to the Groundswell HHPA in 2017/18.

Number of deaths across the rough sleeping pathway
There were 18 deaths across the pathway over 17/18, a significant increase since they were last reviewed in 2016 (when there were 12 over 12 months) and the increase in deaths has continued into 2018/19 with 15 deaths in the first 5 months of the year. Responding to these deaths is a dedicated piece of work led by WCC and the HHCP is supporting the thematic analysis and sharing any learning from these deaths and creating a toolkit of support for workers.

HHCP training for service users
Using the CHAT data submitted by housing service providers, the HHCP Coordinator identifies areas where service users may benefit from health awareness training and asks the HHCP health promotion volunteers to deliver this training, or sources a relevant health and wellbeing service to provide this training. The benefits to service users of the training offered by the HHCP are; increased awareness of the importance of looking after your health, an opportunity to informally discuss health issues and feel more confident to attend future health appointments.

A total of 167 service users attended training sessions, during 2017-2018

HHCP training for staff
Staff members are consulted prior to courses on subject matter they would like to receive further training on. Training is provided by local health and community services. Training sessions are offered free of charge to any health and housing staff in Westminster and held at various venues across the borough. Additionally, the HHCP Coordinator will organise training when needed and will advertise existing training and events on behalf of health and wellbeing organisations. The benefits to staff of the training offered by the HHCP are; staff feel more confident to give clients key health messages, staff have the opportunity to network with health services and other organisations and staff have the opportunity to improve/refresh their existing knowledge.

A total of 704 staff members attended training co-ordinated by the HHCP during 2017-18.
The training is very relevant to our work. I have found it helpful to support clients and to make me aware of my professional practice.

Absolutely love the training offered by the HHCP.

Excellent training, please continue as it is very useful!

I learn and develop more knowledge and skills each time I attend the HHCP trainings.

Thank you!
# Homeless Health Coordination Project

Conference Report Tuesday 17th April 2018, 10.30am – 4pm

## ‘I Want to Improve My Health in 2018’

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>10:30-11:55</td>
<td>Registration, Networking and Lunch</td>
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<tr>
<td>12:00 – 12:10</td>
<td>Introductions/welcome - Rough Sleeping Commissioning Team</td>
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<td>12:10 – 12:30</td>
<td><strong>TB Screening</strong> - Dr Alistair Story, Find &amp; Treat</td>
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<tr>
<td>12:30 – 12:55</td>
<td><strong>First Aid practical demonstration</strong> – Margaret Pitt, British Red Cross</td>
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<td>12:55 – 1:15</td>
<td><strong>Live music</strong> - Adam Bulewski, St. Mungo’s</td>
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<td>1:15 – 1:35</td>
<td><strong>Acquired Brain Injury</strong> – Leigh Andrews, HHCP</td>
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<td>1:35 – 2:00</td>
<td><strong>Kick it-Smoking</strong> - Magdalena Przybyla - Westminster Kick it-Smoking</td>
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<td>2:00 – 2:15</td>
<td><strong>Break</strong></td>
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<tr>
<td>2:15 – 2:45</td>
<td><strong>Service Users Stories</strong> - St. Mungo’s Outside-In</td>
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<td>2:45 – 3:05</td>
<td><strong>Visualisation &amp; Relaxation session</strong> - Anthony Feilden, St. Mungo’s</td>
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<td>3:05 – 3:25</td>
<td><strong>Foot health</strong> – Alison Gardiner, CLCH</td>
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<tr>
<td>3:25 – 4:00</td>
<td>Pledge activity, Raffle, Thank you and Evaluation</td>
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Attendees: 134
The Homeless Heath Coordination Project facilitated the third annual Staff and Service Users Conference on 17th April 2018 at The Abbey Community Centre. The theme of the conference was “I want to improve my health in 2018” and attendees were encouraged to think about their own health and wellbeing and consider what areas of their health and wellbeing they would like to improve in 2018. Individual invitations were sent out to staff and service users and a record breaking number of 134 staff and service users attended on the day.

First aid demonstrations Margaret Pitt and a service user  
TB Screening- Dr Alistair Story, Find & Treat
The conference included staff and service users pledging ‘how they could improve their health in 2018’. Here are some of the examples of the health pledges made by the conference guests:

- Take care of my mental health
- To get closer to my family
- Drink less alcohol
- Get help with my brain injury
- Improve my dental health
- Drink more water and exercise more
- To find love!
- Live without violence
Pledge activity

Raffle prizes activity
The day concluded with a raffle where all the guests won prizes. Feedback forms from the day was very positive and data from the evaluation forms illustrated that guests from the conference found the day very useful. 85% reported the conference very useful with 72% found the speakers very useful and 96% of attendees agreed that the conference had increased their confidence to attend health appointments in the future. Many thanks to the staff, volunteers and students from St. Mungo’s and the Groundswell peers who helped out on the day.

Health Action Group meetings

The HHCP Coordinator organises bi-monthly Health Action Group (HAG) meetings held in Francis Street. Health and housing service providers attend the Health Action Group meetings to discuss health events, activities', training and pertinent client health issues. The HHCP Coordinator will also use the HAG meeting to update services on the progress of the HHCP, gather feedback from services and run through the quarterly and annual statistics to highlight areas of concern. Guest speakers from health services are invited to present about their projects/organisation. The meetings are a valuable networking opportunity for housing service providers to make links with health service providers in Westminster.
During 2017 to 2018 there were a total of 130 attendees at 7 Health Action Group meetings.

**Homelessness and acquired brain injury project (HABIP)**

The Homelessness and Acquired Brain Injury Project (HABIP) was developed as the result of the enthusiasm of the cross sector Westminster Homelessness and Acquired Brain Injury Working Group and initially funded by the GLA. There is an emerging international evidence base that there is a significant prevalence of brain injury among homeless people. It is suspected the low awareness of acquired brain injury (ABI) in homelessness is due to the fact that symptoms are easily mistaken with the impact of substance use or mental health issues. In addition to these difficulties, it can also be extremely challenging for clients with complex needs to be supported to undergo formal assessment and diagnosis via primary and secondary health services e.g. navigating Neurology and Memory Service Outpatient pathways.

The HABIP is coordinated by St Mungo’s Westminster Homeless Coordination Project, aiming to increase awareness around homelessness and brain injury and work to improve outcomes for clients identified to have a brain injury. The HABIP began in July 2017. The HABIP reached 100% of its target of training 250 staff members by June 2018.

**Positive outcomes and highlights of the last twelve months**

- 264 staff members attended training on acquired brain injury (ABI).
- 83% of training attendees reported their brain injury knowledge as high after training.
- Of the cohort of 20 clients worked with:
  - 12 clients have met with their GP to discuss suspected ABI.
• 2 clients has been progressed to a full NHS Continuing Care assessment for their complex needs caused by ABI. To the best of our knowledge this has never happened within the field of street homelessness before.
• 1 eviction has been avoided as a result of accommodation providers having greater understanding of the presenting needs of brain injury.
• 1 client has successfully moved on and is engaging with a resettlement plan using strategies provided by the HABIP.
• The Homelessness and Brain Injury Toolkit was completed in June 2018 and distributed to staff within the homeless sector nationally.

Training feedback
Feedback collated after training sessions illustrated that the staff that attended witnessed a huge improvement in brain injury knowledge. 63% of attendees rated their brain injury knowledge low before training, and 83% rated it high afterwards. 75% of attendees rated their knowledge on how to support a client with an ABI as low before training, with 83% rated their knowledge as high after.

“I usually only learn one or two new things at training events, but at this training I learnt many – a number of new and practical ways to incorporate this into assessment procedure for frontline staff – thank you!”

“This training was extremely insightful and very reassuring that a pilot has been launched. Great facilitation style – many thanks and good luck!”

“I found the training very informative which added to my knowledge in regards how to support clients”
Homelessness and Brian Injury Learning Conference

This conference was organised by Leigh Andrews and Victoria Aseervatham the Rough Sleeping Commissioning Manager and took place on Wednesday 4th July in the offices of Irwin Mitchell LLP. The aim of this conference was to highlight the positive outcomes of the past 12 months and progress recommendations for actions for the future as part of learning. 40 people attended this event.

Leigh Andrews and Victoria Aseervatham speaking about the positive achievements of the project in the conference.

HHCP Volunteers Programme

To enable the HHCP to progress and develop the Coordinator recruited a team of 12 volunteers. The volunteers are broken down into the following teams:

In-Reach Volunteers: The in-reach volunteers were recruited to assist the hostels to organise and run monthly health and wellbeing sessions. The volunteers research, plan and run a
monthly health and wellbeing session to engage and educate hostel residents on a particular health and wellbeing subject.

**Research and Resource Development Volunteers:** These volunteers were recruited to produce a quarterly e-newsletter to update staff on prominent health issues, develop a website to provide a space to easily share resources, and a research volunteer who put together a social services referral tool kit for staff.

Volunteering with HHCP has enabled me to gain relevant research experience. I was given the opportunity to produce the draft final report for the evaluation of the third Female Entrenched Rough Sleepers (FERSP3) project, which was a good challenge to get stuck into, and a great learning experience for me in terms of developing my report writing skills and developing my knowledge of homelessness issues.

Evie Jager, Research health volunteer

It’s sometimes hard to get clients to engage in the discussions but when they do join in and contribute their experiences it makes it completely worthwhile.

“Flo Sumner, Health promotion volunteer”

**Tool kits and information sheets**

Tool kits are produced following feedback from staff on topics where they require additional support. The benefits to staff of the tool kits created by the HHCP are: easy to digest relevant information and increasing staff confidence to support clients. Since 2016-17 until 2017-2018 several health toolkits have been created, these are:

- Multi agency case conference
- Social Services
- Memory services
- Working with Suicidal clients
- GP registration
- Self-care for frontline workers
- Homelessness and brain injury toolkit
Tkoots on “responding to deaths in homeless services” and “trauma informed services” are in the process of development. The aim of the second toolkit is to help staff members working with service users that may display emotional distress/ challenging behaviour due to past trauma. This toolkit will provide information on communication methods, risk assessments, action plans and support services.

The future focus of the HHCP includes:

- Continuation of training for staff and service users – with a focus on brain injury, Spice awareness, foot and dental advice care, adult safeguarding, respiratory issues and BBV’s.
- A continuation of the annual Staff and Service user conference.
- A continuation of the bi-monthly Health Action Group meetings.
- Embedding the presence of the HHCP within the Westminster community.
- Building new partnerships, improving and maintaining existing partnerships.
- Increase the amount of in-reach health BBV screening in services.
- Continue running monthly health promotion sessions in services and increase the amount of HHCP health promotion volunteers.
- Ensure 100% of service users are registered with the GP and increase the amount of service users registered with a dentist. Future HHCP Health MOT in services will include CLCH oral health awareness sessions to encourage dentist registration.
- Continue producing the quarterly newsletter and bi-monthly client’s newsletter.
- Improve the HHCP website by adding a section on upcoming events and training and a section for volunteers.
- Complete “responding to deaths in homeless services” and “trauma informed” toolkits for staff.
- Develop new health toolkits for staff and increase the number of HHCP health research volunteers.
- Continue to identify methods to reduce the reliance of clients on emergency services.
- Evidence the need to develop peripatetic nursing to expand into hostels with a high rate of ambulance call outs, and services that do not currently have an in-reach health service.
- Strengthening relationships with the CCG to meet strategic priorities.
- Reviewing the online resources and directories.
- Expanding the remit of the HHCP to include client involvement in projects – increasing service user engagement and consultation in service delivery.
- Improving the HHCP by setting a quarterly feedback system.
List of HHCP training delivered 2017-2018:

- PIE Series: Non-engager or not engaging yet
- PIE Series: Managing stress at work
- PIE Series: Responding to male survivors of childhood sexual abuse
- PIE Series: Complex Trauma and Stabilisation
- PIE Series: Models of Reflective practice workshop
- PIE Series: Hoarding and self-neglect
- PIE Series: An introduction to mindfulness
- PIE Series: Personality Disorders
- PIE Series: Motivational Enhancement: motivating the unmotivated and effecting change when confronted with denial
- PIE Series: Dealing with distress
- Managing violence and aggression workshop
- Information session on the Mental Capacity Act
- How to avoid procrastination
- London Ambulance first aid training session
- Working with clients that are at end of life
- Self-harm and suicidal clients
- When and how to refer to adult social care
- Everyday First Aid course by British Red Cross
- Key Interventions Training – Part 1 and 2
- Dementia Information Session
- Emotional first aid training
- Emergency services and crisis management training
- General Drug & Alcohol Awareness Training
- How to work with problem gambling with young people (18-25 yrs old)
- Working with DV perpetrators in homelessness settings
- Novel Psychoactive Substances Including SPICE Training
- Dual diagnosis training
- Stress and Worry management
- Bipolar & schizophrenia training
- Health/Harm minimisation re change resistant drinkers
- Building resilience to better manage stress workshop
- Diabetes Awareness Training
- Universal credit training
- Mentalization training- MBT
- Blow to the head? Homeless?
- Challenging Behaviour training
- Tree of Life workshop
- Stroke awareness workshop
- New clinics for staff; occupational therapy, brain injury and mental health