

Homeless and Inclusion Health Project



iBCF Scheme 2021/22

Homeless and Inclusion Health Project

- Barnstaple Alliance Primary Care Network and NDHT
- Funding from North Devon District Council for 1 year
- The provision of additional Health Services for those experiencing homelessness in North Devon:
 - £10k grant funding - Band 7 Nurse – 1 day per week - September 2020
 - GP Clinic - 1 day per week - March 2021

Why this project?

The Homelessness Reduction Act published in 2020:

<https://www.gov.uk/government/news/landmark-legislation-helping-people-at-risk-of-homelessness>

This legislation expects local authorities to work with partners such as the NHS to assist people experiencing homelessness to access the support they require to break the cycle of homelessness and end rough sleeping.



Patient Story

Lived Experience Film, Patient Journey:

<https://vimeo.com/670663840>

Lived Experience Film, Patient Feedback to NHS services:

<https://vimeo.com/670662094>

Support for People Experiencing Homelessness

- NDDC Rough Sleepers Team
- Encompass South West
- Freedom Centre
- Outreach Navigators
- Temporary Accommodation
- Mental health nurse, Physical health nurse and drug and alcohol worker



Support for People Experiencing Homelessness

- NDDC & Salvation Army, SafeSleep
- Environmental Health Officer,
- Freedom Centre provides:
 - Meals & food vouchers
 - Clothing, tents & accessories
 - IT access
 - Financial advice & signposting
- GP registration:
 - Few of known rough sleepers in North Devon regularly attend GP



Louise Scantlebury

Homeless and Inclusion Health Nurse

- Inter-agency and partnership working
- Navigating patients
- Advanced Clinical Assessment
- Supporting Self Care & Management
- Prescribing
- Managing Care at the End of Life
- Provision of Education
- Inter-agency and partnership working



Experiencing Homelessness

This population group has:

- Significant risk of ill health and premature death
- Invisibility in national data
- High use of unscheduled care:
 - Frequent attenders at ED/SWAST
 - NDHT nurse links to project
- Average age of death = 47 years
- Multi-morbidity occurs 10-15 years earlier
- Tri Morbidity:
 - Physical ill health + Mental ill health + drug / alcohol misuse



Out and about in North Devon





Non-attendance at Healthcare Appointments

- Do not feel comfortable in mainstream healthcare setting
- Unable to manage appointment system
- Unable to develop trust in healthcare professional(s)
- Feel judged by other patients
- Negative impact if no continuity of care
- Some evidence they will engage if healthcare available is a setting where they feel more comfortable
- Shared feedback from Shekinah and LiveWell (Plymouth) and the Clock Tower (Exeter)

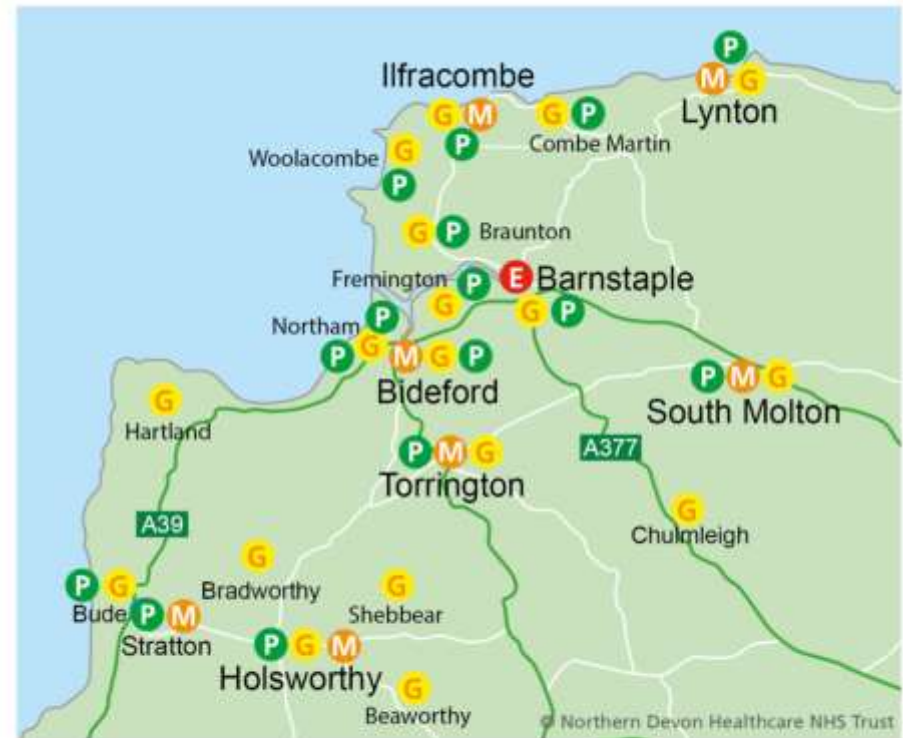
Expected Project Outcomes

- GPs & Homeless and Inclusion Health Nurse available weekly through clinic & outreach work
- Chronic disease & long-term condition management
- Health promotion & screening
- Vaccination
- Education



Expected Project Outcomes

- Fewer attendances at ED/avoidable admissions
- GP registration for everyone
- Improved key working partnerships with One Northern Devon
- Setting up clinical nursing service/drop in/outreach in areas of North Devon and Torridge not currently served.



Key			
P	Pharmacy	G	GP
M	Minor injuries services (MIS) / minor injuries units (MIU)	E	Emergency Department

NHS Outcomes Framework (OF)



Domain 1: Preventing premature deaths



Domain 2: Enhancing the quality of life for people with long-term conditions



Domain 3: Aiding the recovery of people who have had episodes of illness or injury



Domain 4: Ensuring a positive experience of healthcare



Domain 5: Looking after people in a safe environment and protecting them from avoidable harm.



Domain 1: Preventing premature deaths

- Potential Years of Life Lost from causes amenable to healthcare
- Reducing premature mortality from the major causes of death
- Reducing premature death in people with serious mental illness
- Reducing premature death in people with a learning disability



Domain 2: Enhancing the quality of life for people with long-term conditions

- Health related quality of life for people with long term conditions
- Ensuring people feel supported to manage their condition
- Improving functional ability in people with long-term conditions
- Reducing time spent in hospital by people with long term conditions
- Enhancing quality of life for carers
- Enhancing quality of life for people with mental illness
- Enhancing quality of life for people with dementia
- Improving quality of life for people with multiple long-term conditions



Domain 3: Aiding the recovery of people who have had episodes of illness or injury

- Reducing Emergency admissions for acute conditions that should not usually require hospital admission
- Reducing Emergency readmissions within 30 days of discharge from hospital
- Improving outcomes from planned treatments
- Preventing lower respiratory tract infections in children from becoming serious
- Improving recovery from injuries and trauma
- Improving recovery from stroke
- Improving recovery from fragility fractures
- Helping older people recover independence after illness or injury
- Dental Health (decaying teeth, tooth extractions)



Domain 4: Ensuring a positive experience of healthcare

- Patient Experience of Primary Care (GP services/GP Out of Hours/NHS Dental Services)
- Patient Experience of Hospital Care
- Friends and Family Test
- Improving people's experience of out-patient care
- Improving hospitals' responsiveness to personal needs
- Improving people's experience of Accident and Emergency Services
- Improving access to primary care services
- Improving women and families experience of maternity services
- Improving the experience of care of people at the end of their lives
- Improving experience of healthcare for people with mental illness
- Improving people's experience of integrated care



Domain 5: Looking after people in a safe environment and protecting them from avoidable harm.

- Patient Safety Incidents Reported (safety incidents involving severe harm or death/hospital deaths attributable to problems in care)
- Reducing the incidence of avoidable harm

Barnstaple Health Improvement Goals

Key Performance Indicators	2020-21 Achievements	2021-22 Targets
Seasonal Flu vaccination	Increase from 0 vaccinations to 8	Increase again by 20%
Covid-19 vaccinations	18 achieved to-date	50% of all clients supported by Outreach/Freedom Centre
Hepatitis C		Undertake Health Promotion Sessions at Freedom Centre – Achieve 30% IVDU’s attending session and at least half of those completing treatment programme
Leg Ulcer/ IVDU abcess wound care	2 clients weekly	Regular clinics with measured and monitored outcomes
NMP prescribing antibiotic		10 prescriptions in the year monitored by ePACT data
Nutrition Health Promotion Sessions		Targeted at change resistant drinkers – 5 people taking up one to one and group sessions
Registering with a GP	10% of all clients supported by Outreach/Freedom centre	50% of all clients supported by Outreach/Freedom centre

Adult Social Care Outcomes Framework



Achievements so far...



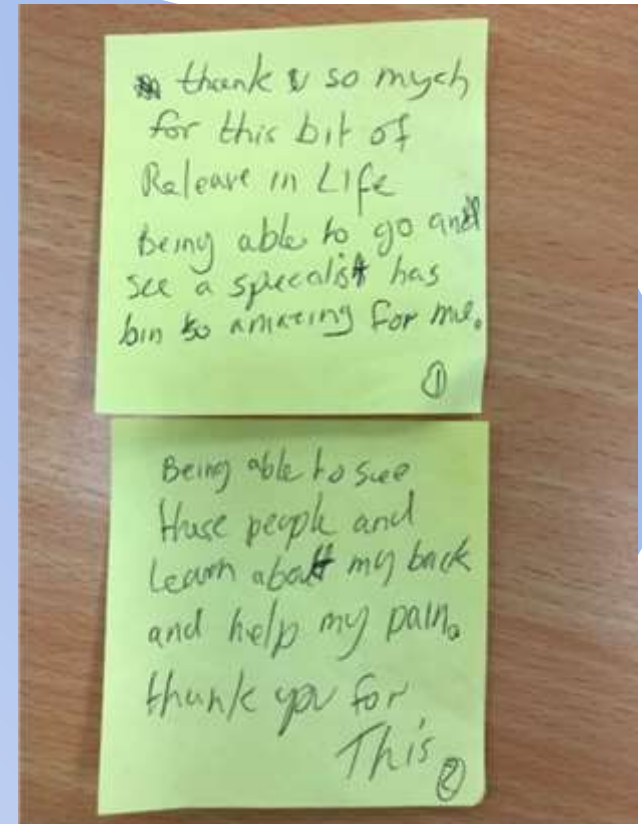
Weekly Early Morning Outreach

Covid-19 tests & vaccinations

Hep-C screening

Flu vaccinations

100% rough sleepers registered with GP



Achievements so far...



Covid-19 tests & vaccinations

Questions?