



# Awarding good care in refugee health services

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# City of Sanctuary Streams



Faith  
Welcome  
Arts  
Schools

Health



City of Sanctuary  
**Maternity**  
Stream

# The maternity stream in Leeds in 2011

- The Refugee 's Council Health Befriending Network
- Trusting relationship, issues uncovered
- 6 women suicidal, over 50% domestic abuse
- 12% maternal deaths to AS&R only  
0.32% population (Lewis 2007)
- Experiences of women shared at peer support meeting
- *"I don't want other women to suffer as I have suffered"*
- Women need a voice
- Maternity Stream – a forum for change, led by women, working in partnership with health professional, researchers and third sector
- <https://maternity.cityofsanctuary.org/>





- Volunteers committed to improve health care for AS&R
- Forum to voice concerns “ No decision about me without me”
- Raise awareness and network
- Share good practice and research
- Promotion of Sanctuary awards
- Provide support for applicants e.g. Development of resource packs -mental health

<http://health.cityofsanctuary.org/>



# Sanctuary awards for health and maternity



The Haalma midwifery service in Leeds receives the first sanctuary award for midwifery in 2015

- Engage health care providers
- Written evidence 3 principles
  1. Learn
  2. Embed
  3. Share
- Celebration and opportunity for reflective learning
- Use Health and Maternity Stream resources
- AS&R volunteers help with learning
- Evaluation by appraisal group and presentation at award ceremony

# Working WITH Sanctuary Seekers

- Monthly peer support meetings
- Training in public speaking
- Awareness raising sessions
- National and International health and midwifery conferences
- Talking in Parliament
- Created 2 Maternity Stream of Sanctuary films - <https://maternity.cityofsanctuary.org/>



# 25+ Volunteers

## Bradford Service User group



*“Before going, I felt too low for this place. How could I guide students when they know more than me ? I pushed myself, I had to do it.”*

*“Afterwards I felt more confident, more human and valued”*

*Young refugee mum from Ethiopia*

**Recruitment**

**Assessment**

**Teaching**

**Research**



“The volunteering makes me understand that if I push myself I am able to get wherever I want to be and do whatever I want to do. I am thinking to become a midwife in the future.”

**Refugee woman  
service user**

# Impact



*“Of all of the sessions I have partaken in so far in my midwifery training, this one left the biggest impression on me. I will never forget the journeys of the women we were lucky enough to be in the company of, or wiping away tears as unimaginable experiences were recited (with laughter and smiles!) by figures of utter strength and determination. I left the session feeling awe for those who can find the strength required to carry on through such desperate times, and determination to never again show allegiance to a system which only serves to prolong them.”*

**Year 2 midwifery student**



# Hidden Talents Project

- Partnership work with LTHT& Growing Point
- Nursing Apprenticeships for Sanctuary Seekers
- Win:Win Pilot Project
- *“ This women are amazing. They have so much to offer”*. LTHT staff member



*I can't believe I have been given this opportunity". Mum seeking Sanctuary*

Can you meet the health needs of everyone?

NO!



# Maybe but how?

As an **individual** you could.....

- Smile!
- Be welcoming with your body, words and tone. People know when you are genuine
- Explain what confidentiality means
- Go out of your way to build a trusting relationship
- Listen and make time
- See the individual not the problem
- Ask people how they **really** are
- Signpost
- Join the health / maternity stream



# As an organisation you could....

- Go for a sanctuary award!
- **Learn** -about asylum issues e.g. arrange awareness raising training
- **Embed** – a culture of welcome e.g. Provide healthcare when it is needed not when people can afford to pay for it...
- **Share** –your learning with others e.g via articles and joining the Health Stream 20<sup>th</sup> May or Maternity stream 6<sup>th</sup> June
- **Celebrate** what you do well!!



Birth and death in the Mediterranean

*"I believe this is our generation's Holocaust. Our great-grandchildren will judge us on the compassion we showed. If you can help, please do."*

Bethany Usher, The Northern Echo

# In Conclusion

- Sanctuary Seekers are a vulnerable group who need you to care
- The Health and Maternity Streams gives AS&R a voice
- Sanctuary Awards are a tools for engagement
- Kindness saves lives. It's catching so lets spread it!"

