



# The Homeless Health Service

Patient care by people who care



**Claire O'Connell, Sheila Shatford, Pat Rose, Marcus Hall & Dave (Ziggy) Palmer**

# QNI & Oak Foundation's Fund for Innovation & Leadership: Homeless Health

‘Provide funding to carry out a year long project which will focus on the health improvement of a group of clients’

## Why did we apply for the fund?

We wanted to improve the emotional wellbeing of the homeless people who access our service.

Homeless Link statistics:

- 2014 “80% of Homeless people experienced some kind of mental health problem”
- 2016 “88% of respondents had difficulty accessing mental health services”

Our experience certainly confirms these figures

## No funding to provide mental health support

Significant pressures on local services has led to;

- Referrals being returned, no assessment
- Assessments carried out but no service offered
- Services offered but long wait to receive service
- Exclusion criteria

- Dual Diagnosis
- Exclusion criteria
- Inappropriate sign posting

## 5 Ways to Wellbeing

- Government funded document (NEF 2008)
- Useful framework & resources
- Linked to Warwick Edinburgh Mental Well Being Scale (WEMWBS)
- Innovative - homeless population

## 5 Ways to Wellbeing

Connect

Learn

Active

Notice

Give



## Service User Focus Group:

- Ground rules, content
- Pilot sessions
- Feedback after sessions
- Ongoing; evaluation throughout the year
- Complete further questionnaires
- Speaking at events!

## How?

- 5 sessions per 'block'
- 2 weeks between each block for evaluation
- Qualitative & quantitative questionnaires
- Maximum of 5 service users and 2 staff
- Initial discussion form
- Certificate of attendance

## Structure of Sessions:

- Welcome
  - Ground rules
  - Warm-up
  - Healthy food
- 
- Content: low key discussions, action methods, mindfulness walk – emphasis on light heartedness
- 
- Feedback cards
  - Relaxation

## 5 Ways to Wellbeing

**Connect**  
**Be Active**  
**Keep Learning**  
**Take Notice**  
**Give to others**

## 5 Ways to Wellbeing Session

Please tell us how helpful you have found today's session?  
(please tick the box which best describes your opinion)



Extremely helpful



Helpful



Neither



Unhelpful



Extremely Unhelpful



Don't Know

Comments:

## Where we are now?

Early days but positive!!

## Positives

- Service user enthusiasm
  - People are attending regularly
  - Relationships between clients
  - Team support
  - Links with finance and marketing
- 
- Increased privilege of getting to know people
  - Increased depth of understanding
  - Fun!!

## Challenges

- Room booking
- Liaising with finance department
- Recruiting people
- Time
- Nurse cover

## Learnings

- Less is more
- Computer skills
- Quantitative & qualitative
- Staff live the 'CLANG' too





# Certificate of Completion

THIS ACKNOWLEDGES THAT

# Dave Palmer

HAS SUCCESSFULLY COMPLETED  
5 WAYS TO WELLBEING PROJECT

MARCH 2018

CLAIRE O'CONNELL, SHEILA SHATFORD & PAT ROSE  
PROGRAMME FACILITATORS



**Thank you for listening**

**Over to Marcus and Ziggy (Dave)**

**‘experts by experience’,**

**‘focus group’ &**

**‘pilot sessions Guinea pigs’!!**

