

HITPlus – targeted street outreach for rough sleepers in Southwark

The Queen's Nursing Institute's Fund for Innovation Project 2018

Kendra Schneller Nurse Practitioner Health inclusion team







Health inclusion team

Blood borne virus service

Health assessments, blood testing, vaccinations, referral to specialist services and advice on drugs and alcohol in addiction centres and hostels.

Refugee health service

Healthcare, occupational therapy and GP services for refugees, asylum seekers and undocumented migrants in hostels, day centres + medical centre.

Homeless health service

Primary healthcare services in hostels and day centres to people experiencing homelessness across Lambeth, Southwark and Lewisham.

High intensity user project

Assertive, supportive, non-medical outreach to reduce A&E attendances and non-elective admissions of high intensity users of emergency departments.

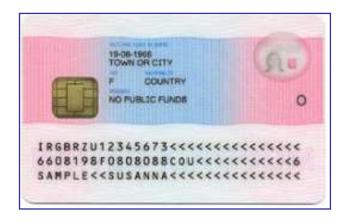






Who are these marginalised groups?

















Effects of marginalisation on health

Homeless die 30 years younger than average (NHS, 2019)

Drug use increases the risk of contracting HIV and hep C (National Institute of Drug Abuse, 2019)

Newly granted refugees often face destitution and homelessness (Refugee Coucil, 2019)

Lambeth A&E attendance – 4 months x 93 people x 1614 call outs = £94,823 (HIT – HIUS, 2019)

- People seeking asylum higher than average mental health issues anxiety and depression (Coffey et al, 2010, NHS England, 2014, Robjant, Hassan & Kotaona, 2009)
- The experience of being labelled other or deviant significantly impacts upon the resilience and wellbeing of individuals and communities (oneinfourmag.mental-health-and-wellbeing-of-marginalised-communities-newpublic-health-england-points-way, 2013)



Accessibility

Where we work

Day centres, local clinics, homes, hostels, addiction centres and street

When and with

- Regular clinic with appointments and drop-ins:
 - √ 15 hostels, Pavillion GP Practice, 5 day centres and Townley Road Clinic, Lambeth and Southwark addiction centres
- Examples of joint working:
 - ✓ HIT Plus with SPOT Team and hostels street treatment and access to clinic rooms and addiction centres
 - ✓ Refugee Health with Southwark Day Centres for Asylum Seekers
 weekly Caseworker drop in and fortnightly nursing clinic

Communication

- Clients time, interpreters and support to navigate systems
- Developing accessible information



Background – Why is this service needed

- Current cohort of rough sleepers unable to access day centre services
- Rough sleepers not accessing primary health care services
- Street outreach workers experiencing difficulties accessing primary health care services for rough sleepers on their caseloads

(St Mungos 2017)





Background – Why is this service needed cont..

- Rough sleepers presenting to A+E in crisis
- Rough sleepers more likely to have increased hospital admissions

A study of the health needs of 933 people sleeping rough

Visited A&E seven times as often as the general population



Were admitted to hospital more frequently





Background – Aims of project

- To target rough sleepers not accessing primary health care services
- To sign post rough sleepers to day centers to improve physical health and case worker support
- To signpost rough sleepers to primary health care services
- To reduce the burden on A+E services
- To reduce the secondary care usage of targeted rough sleepers
- To provide health education, promotion and assessments to rough sleepers



During the project

- Data collection
- Develop a model of care



Case study





Case Study

42 year old male client Rough sleeping in the borough for 3 months Insulin dependent Type 2 diabetic Interventions:

Full health assessment

Venepuncture

Vaccinations

Registration

Hospital admission

Outcomes:

Restarted on Insulin

Returned to home country



The project now and achievements

Funded yearly

Available in 3 boroughs

Number of outreach shifts increased

- BBC London news
- Times newspaper
- Radio 4
- Local newspaper
- Recognised by the Trust
- Nursing Times





HITPlus on outreach









