

# HITPlus – targeted street outreach for rough sleepers in Southwark

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# 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 Council, 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-new-public-health-england-points-way](http://oneinfourmag.mental-health-and-wellbeing-of-marginalised-communities-new-public-health-england-points-way), 2013)



# Accessibility

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## ➤ 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*

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- 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..

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- 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*

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- 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*

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- Data collection
- Develop a model of care



# Case study



## Case Study

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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*

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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

