

Holistic Support - Hastings



The Hastings Homeless Service is a nurse led primary health care service, managed by St John Ambulance.

The nurse-led clinic runs for 2-3 hours 4 times a week. Every session is staffed by a nurse (volunteer or staff) and a general support volunteer. They provide:

- first aid and primary healthcare
- health advice, and promotion
- wound care
- smoking cessation
- nurse prescribing for infections, other acute conditions and minor ailments
- befriending and social support
- practical support - advocacy with other services, including benefits and housing and help with securing birth certificates

The model gives homeless and vulnerably housed clients dignity, respect and holistic care, with the aim of building self-worth, self-belief, and empowerment to make positive changes to their lives, with the support of partner agencies. Hastings Homeless Service help clients to register with surgeries and accompany them to GP appointments as needed. The clinics allow health professionals to deal with presenting health issues while giving clients time to talk and be heard.

The model has expanded to offer:

- Out-of-hours town centre soup kitchen
- Podiatrist providing general foot care
- Dental Advice Surgery
- Hospital Discharge Programme - works with hospital discharge workers, the council, local housing and other organisations to ensure a supportive plan is in place for discharge. It provides a discharge pack containing a blanket, toiletries, isotonic drink, cereal bar and local information. Discharge to temporary accommodation is achieved in most cases.

Patient involvement

To ensure that the service continues to be patient focused, it runs a quarterly Service User Group and an annual patient feedback survey.

Background

The project began in 2003 as an expansion of the St John Ambulance homeless health services in Brighton, and is managed by Nurse Co-ordinator Roger Nuttall. It is staffed by health professionals, and offers many volunteer and student placement opportunities. It is funded by a Big Lottery Fund grant until June 2016.

Want ideas on how to Pilot a Nurse-Led Primary Healthcare Service?

1. Conduct a thorough area **needs assessment** – work with other agencies to identify exactly where the gaps in services are. Listen to what other providers are saying.
2. Build **close working partnerships** with other local health, housing, homelessness, substance misuse and support agencies.
3. Design **accessible and flexible services** – e.g. drop-in rather than appointments; able to respond to changing client needs, whether that means providing a street outreach service or going to other agencies' premises to deliver a service.

For more information - [Website](#) or contact: roger.nuttall@sja.org.uk