

'THE SANCTUARY'

**A NURSE-LED CLINIC
SERVING
PEOPLE EXPERIENCING
HOMELESSNESS
IN
BIRMINGHAM**

WENDY ANN WEBB

**REGISTERED NURSE, QUEEN'S NURSE
MSC, BSC, DOCTORAL STUDENT
FLORENCE NIGHTINGALE RESEARCH SCHOLAR**



THE SANCTUARY

Nurse-led
drop-in clinic
Birmingham City Mission

To challenge

To encourage

To inspire

To inform

Answer any questions and
facilitate discussion

AIMS OF THIS SESSION

“Vision is the
art of seeing
what is invisible
to others.”

Jonathan Swift


The Only
Thing Worse
Than Being
Blind Is
Having
Sight But
No Vision.

The Fresh Quotes

THE VISION

- Health checks
- Minor ailments
- Simple wound dressings
- Foot bath
- Skin care advice
- Dental supplies
- Sanitary supplies
- First aid
- Psychological support

The Sanctuary
Nurse-Led Clinic



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Tuesdays 530pm - 730pm
Volunteer Nurse Practitioner: Wendy Webb



VISION THINK LIST

The need

My role (s)

Resources / equipment

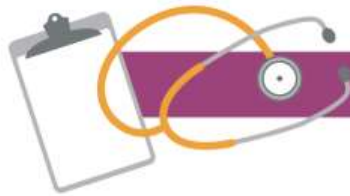
Practical considerations

Professional considerations

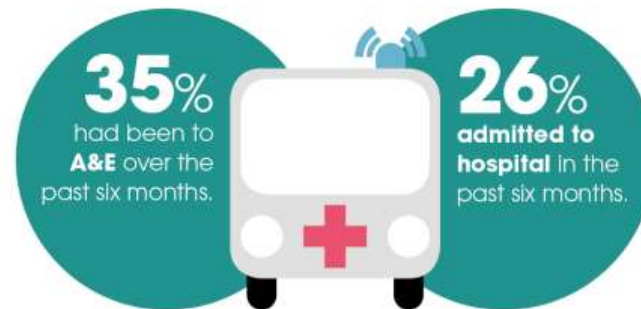
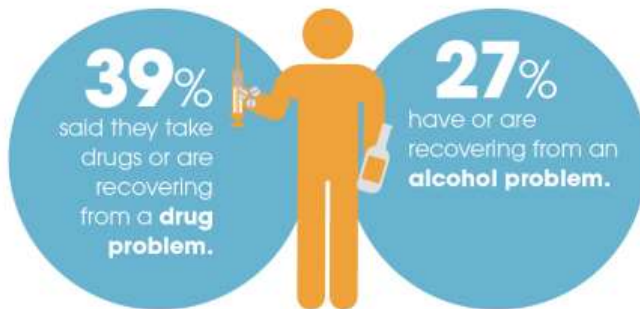
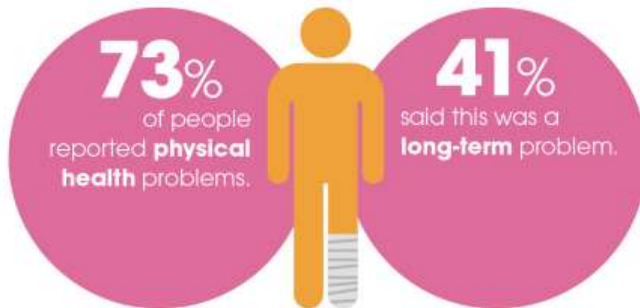
Envisioning others



THE NEED



Homeless health check



www.homeless.org.uk/health

THE NEED

Rising statistics

Complex health needs

'Tri-morbidity'

Average age of death is 43 (women) and 47 (men)

Difficulty accessing regular healthcare services

Previous negative healthcare experiences

Clinicians lack compassion and understanding

MY ROLE (S)

- Unpaid volunteer
- Project manager!
- Accountable
Registered Nurse



 Queen's Nurse



CLINIC EQUIPMENT



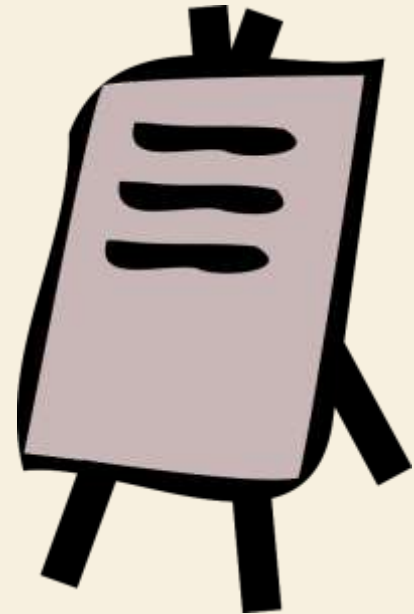
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PRACTICAL CONSIDERATIONS

- Costs
- Uniform
- Safety
- Services offered
- Handwashing and clinical waste
- Referrals and signposting

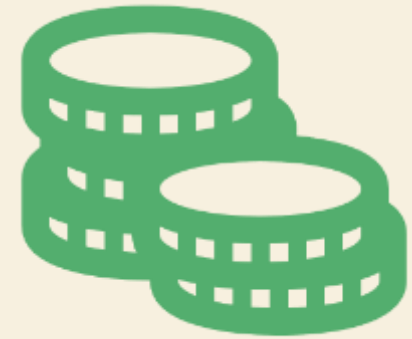


COSTS

- Recliner chair - approx £50
- Lockable cabinet - approx. £100
- Urn for hot water - approx. £50
- Desk – approx. £30
- Shelving /storage – approx.£30

Set up costs

£260 max



Ongoing costs

max £10 /week

UNIFORM

- Identity
- Universal precautions (plastic aprons/gloves)
- Professional appearance
- Distinct from NHS uniform/colours



SAFETY ISSUES

- Care Centre is staffed
- Manager always on duty
- Emergency call bell
- Frosted glass window
- Nurse closest to door



Professional
accountability

Policies and
practices

Professional
indemnity
insurance

Standard working
procedures /
guidelines

Scope of practice
/ services offered

Professional
boundaries

Homely remedies

Record keeping

Confidentiality

Infection control

Governance /
clinical
supervision

Referrals and
signposting

PROFESSIONAL CONSIDERATIONS

PROFESSIONAL ACCOUNTABILITY

- Registered Nurse therefore accountable to NMC
- NMC code of conduct for professional practice
- <https://www.nmc.org.uk/globalassets/sitedocuments/nmc-publications/nmc-code.pdf>



PROFESSIONAL POLICIES AND PRACTICES

- NMC Code of conduct
<https://www.nmc.org.uk/globalassets/sitedocuments/nmc-publications/nmc-code.pdf>
- NMC standards of proficiency for nurse prescribers
<https://www.nmc.org.uk/standards/additional-standards/standards-of-proficiency-for-nurse-and-midwife-prescribers/>
- The Royal Marsden Clinical Manual of Nursing Procedures
<http://www.rmmonline.co.uk/>
- Standard safeguarding practices (Birmingham Safeguarding Adults Board) <https://www.bsab.org/how-to-report-abuse/>
- NICE Standard infection control /universal policies
<https://www.nice.org.uk/guidance/qs61?unlid=737078112015122831434>
- Homely remedy policy
www.nationalcareforum.org.uk/documentLibraryDocument.asp?ID=264
- NICE wound care products guidelines
<https://www.nice.org.uk/guidance/ktt14/resources/wound-care-products-58757952734917>



PROFESSIONAL INDEMNITY INSURANCE

- RCN policy for work in a voluntary capacity
- <https://www.rcn.org.uk/get-help/indemnity-scheme>



STANDARD WORKING PRACTICES

- Initially Tuesdays 530pm – 730pm
- No appointments necessary
- Privacy - sign on door
- Sign up sheet (with attendance register)



Foot care/washing

Skin assessment

Oral care advice

Ear examination

Wound care

Minor ailments /homely remedies

Blood pressure/temperature

Weight monitoring

Oxygen saturation levels

Respiratory assessment

Pregnancy testing

Referral letters

Prayer – if specifically requested



SERVICES OFFERED

The advertisement for 'The Sanctuary Nurse-Led Clinic' features a light green background. At the top, the title 'The Sanctuary Nurse-Led Clinic' is written in a green, serif font. Below the title is a collage of medical-related images: a stethoscope on the left, a foot in a blue basin, a box of 'EUSTAGE' band-aids, a person's leg with a white cast, a person in a white lab coat, a person's mouth being examined, a person's hand being examined, a person's face being examined, and a person's face being examined. Below the collage, the text 'Tuesdays 530pm - 730pm' and 'Volunteer Nurse Practitioner: Wendy Webb' is displayed in a green, serif font.

The Sanctuary
Nurse-Led Clinic

Tuesdays 530pm - 730pm
Volunteer Nurse Practitioner: Wendy Webb

No prescriptions

Substitute for primary care or A+E

Complex dressings eg 4 layer
compression bandaging
Blood tests

Needle exchange

Alcohol/ drug services

Mental health

Counselling

Chiropody / Nail care

NOT OFFERED



The image shows a green NHS pharmacy form with a large red 'X' over it. The form includes fields for Pharmacy Stamp, Age, Name (including telephone and address), Dispenser's endorsement (with 'NP' in a box), Pricing Office, Signature of Doctor, Date, and For Dispenser No. of Prescs. on form. The NHS logo and the text 'PATIENTS - please read the notes overleaf' are at the bottom.

FIRST AID AND 'HOMELY REMEDIES' ?

- Items available on 'general sales list'
- Safe to be purchased without advice
- E.g. Poundland /petrol stations



HOMELY REMEDY PROTOCOLS

Used regularly by UNTRAINED care staff

Safe and appropriate protocols

Offers timely treatment

Birmingham South and Central CCG

Clinical Training and Policy Pharmacist,
consulted

Birmingham South and Central CCG
Homely Remedy Policy

National Care Forum template



Safety of
Medicines in
Care Homes

Homely remedies guide:
For local adaptation to fit
within individual care
home medication policies



Why stock homely remedies?

The Care Quality Commission agrees that a small range of products may be kept in stock in a care home for residents for the treatment of minor ailments. Homes who agree to stock such products must develop their own policies with an approved list of products and minor ailments which will be treated in this way.

Staff need to be able to respond quickly to symptoms of a minor nature, such as toothache or headache. This guidance is intended to help in such situations.

Recommendations

- Only stock purchased by the care home for administration under the homely remedies policy may be used.
- Only the named preparations listed in the policy may be administered without a prescription.
- Products labelled for a particular resident (ie for whom a prescription has been issued), brought in by the resident or recommended solely for a particular resident must not be given to another service user as a homely remedy.
- All administered doses of homely remedies must be recorded and indicated as a homely remedy on the mar sheet and other medication recording documents in accordance with the medicines policy in the home.

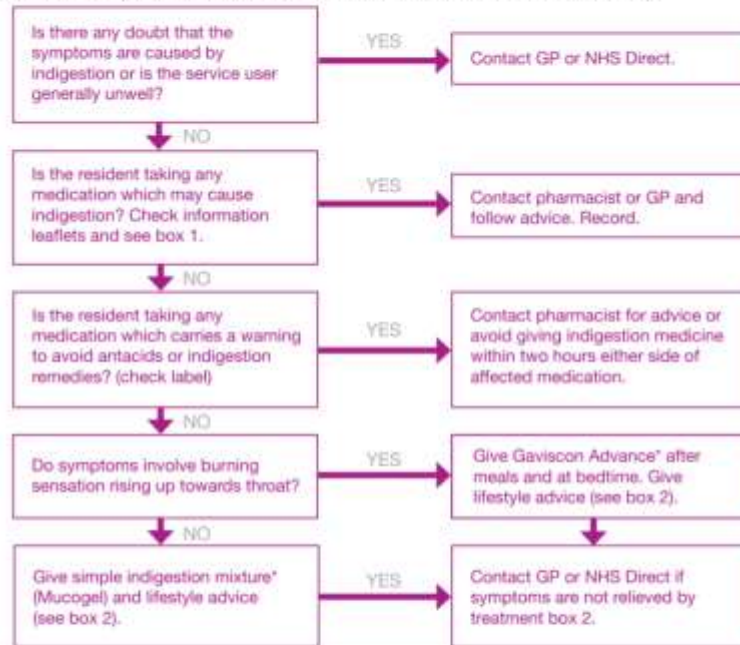
At times residents may develop a minor ailment which in their own home would be easily treatable by accessing a local pharmacy for an OTC product. If a resident does not have a suitable remedy on their normal prescription the staff may feel that the only course of action is to call the GP or the out of hours service. This may be for something like a headache. By having homely remedies in the home, an immediate need can be met and the GP is only called if the symptoms persist.

Discussions and agreement with the GP about the use of homely remedies is essential. The pharmacist will also provide necessary advice. It is generally advised that homely remedies should only be used for 48 hours and then a referral to the GP will need to be made.

Chart 1

Guidance for treatment of minor ailments with household remedies - INDIGESTION/HEARTBURN

Indigestion is experienced as discomfort, or a burning pain in the central chest region. When this burning rises up towards the throat it is referred to as heartburn. Flow chart for use when resident has mild pain only. All cases of acute or severe pain must be referred immediately.



Treatment box 1

Some medicines that commonly cause indigestion:

- Anti-inflammatory medicines, eg aspirin, ibuprofen, diclofenac, naproxen
- Oral corticosteroids, eg prednisolone

Treatment box 2: Lifestyle advice

- Eat small regular meals, chew food well
- Avoid bending or stooping during and after meals
- Cut down or stop smoking, alcohol, caffeine (contained in coffee, cola drinks, tea and some pain killers) if possible
- Avoid spicy foods, eg curries
- Avoid clothing which is tight around the waist

*Homeley remedy - Remember that treatment with household remedies must be recorded on the MAR chart and must be for NO MORE THAN 48 hours without contacting the service user's GP. Ensure the next shift is informed about any household remedies that have been given.



Wendy Ann Webb

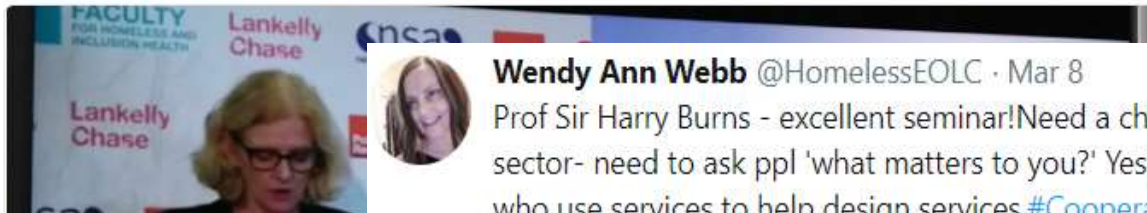
@HomelessEOLC

Follow



Janet Davies, CEO @theRCN talks about the role of #Nursing in #homelessness - says nurses who slightly #BreakTheRules and are prepared to work on the #fringes of #LegalFrameworks can usher in #innovation- espec working with #marginalised ppl with #ComplexNeeds #homeleshealth18

#BreakTheRules

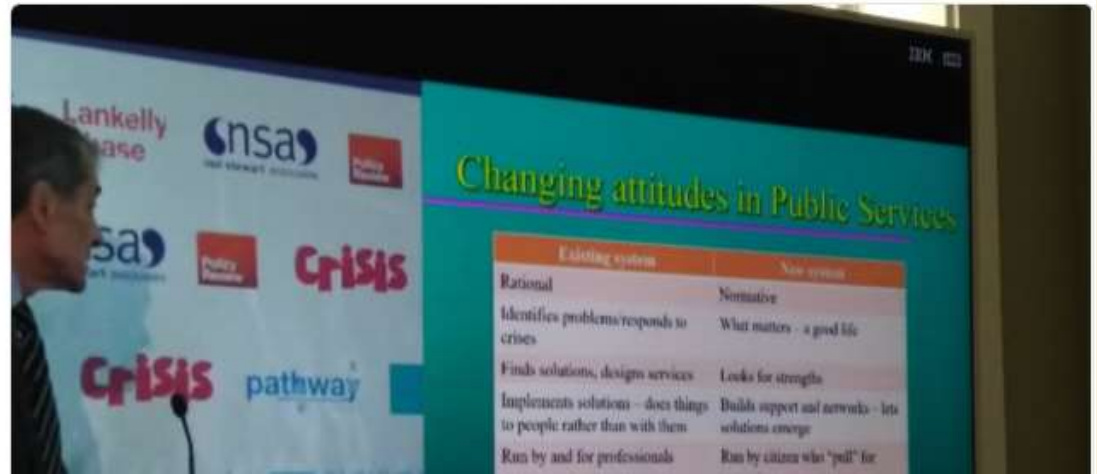


Wendy Ann Webb @HomelessEOLC · Mar 8



Prof Sir Harry Burns - excellent seminar! Need a change in #attitudes in the public sector- need to ask ppl 'what matters to you?' Yes yes!! We need to allow people who use services to help design services. #Cooperation #collaboration "need 2b prepared to #BreakTheRules!" HearHear!

#BreakTheRules



RECORD KEEPING & CONFIDENTIALITY

- NMC standards
- QNi template for Homeless Health Assessments see https://www.qni.org.uk/wp-content/uploads/2016/10/HAT_final_web.pdf
- Password protected laptop
- Codes not names
- GDPR compliant!



Assessing the health of people who are homeless

Guidance with Health Assessment Tool (2015)



INFECTION CONTROL

- Universal precautions
- Gloves and aprons
- Handwashing
- Hand gel
- Disposables
- Sharps bins
- Clinical waste



GOVERNANCE & CLINICAL SUPERVISION

- Professional support / Clinical Supervision
- Clinical mentor/supervisor: Lead Nurse for Voluntary Medical Team
- Queen's Nursing Institute Homeless Health network
- Other volunteer homeless project nurses
- Christian Medical Fellowship
- Prime network

Improving the quality of services and safeguarding high standards of care



Creating an environment in which excellence in clinical care flourishes

SIGNPOSTING

- A+E
- III
- The Homeless Health Xchange
- Needle Exchange services
- Walk-in centres
- Pharmacist (for pharmacy only products)
- Sexual health clinics
- Chiropody services
- Dentistry



ONE YEAR ON ...

47 clients

202
consultations

Over 85% of
consultations
include
?

foot bath, foot massage
and new socks



FOOTWASHING ...

- Much appreciated and needed
- Takes 15 minutes per person
- Allows time to talk – unhurried
- Relaxation, music, candles
- Offers dignity, comfort, respect and human touch



CLIENTS SAY

“It’s heaven this is”

“I love coming here –
can’t you open on
other nights too?”

“I woke up today
and remembered
it was my
footbath day!”

“me nan used to
do this for me
when I was a nipper”

**THANK YOU FOR
LISTENING**

ANY QUESTIONS ?

