



Guy's and St Thomas'
NHS Foundation Trust

Working inclusively with marginalised clients

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Challenges of working with marginalised clients

- Mistrust of services
- Not enough time
- Need to build up a rapport
- Often difficult to engage
- Physical health is not a priority

Challenges of working with marginalised clients

- Chaotic and challenging behaviour
- Clients present and require crisis management
- Complex health needs

Practical ways to work

- Focus on the main presenting issue
- Make note of any other issues that may come up
- Keep the client involved at every step

Practical ways to work

- Be aware of:
 - Lack of understanding
 - Literacy issues
 - Under the influence of substances or alcohol
- Use simple non medical jargon/language
- Repeat, repeat, repeat
- Check level of understanding

Outcomes can be achieved

- Make every contact count
- Signposting
- Get to know the local services
- Who is the care co-ordinator
- Plan care and set SMART goals
- Include the client at every step to achieve the best outcome

Key message

- Partnership work is the key
- You can't do it alone
- Provide inclusive care
- No goal is too small

St Mungo's

Ending homelessness
Rebuilding lives

HITPlus service

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Project Leads

Future
HITPlus

