

## Fund for Innovation and Leadership: Homeless and Inclusion Health *Improving care, enhancing leadership*

### Summary of Interim Reports – May 2018

The QNI selected and funded ten community-based nurses to lead innovation projects during 2018 in the field of homeless and inclusion health. These projects are based in different parts of the country - Birkenhead, Birmingham, Blackburn, Brighton, Bristol, Croydon, Newham, Southwark, Surrey and Weston-Super-Mare. Each project was entitled to funding of up to £5000 to develop and deliver an innovative approach to caring for vulnerable groups. Each project focused on a cohort of patients within homeless and inclusion health. This included people in prison, people sleeping rough, families in Traveller communities and people in temporary homelessness accommodation.

Nurses' ideas ranged from TB testing and education in prison, to Hepatitis C testing in homeless day centres, to developing kits to avoid infection following self-harm, to wellbeing workshops, to child oral health outreach.

You can find more detailed information about each project here <https://www.qni.org.uk/explore-qni/nurse-led-projects/homeless-health/>

The QNI project management team visited all ten projects during 2018 to observe each project in action, talk to the lead nurse and to offer constructive support to help overcome challenges and develop solutions.

Each project completed an interim report, to share progress after the first 5 months and to review the potential of the intervention to achieve better health outcomes for people who are experiencing homelessness. This report summarises the information provided by the project leaders.

### List of Projects

- 5 Ways to Wellbeing (Bristol)
- Leap Ahead (Darwen, near Blackburn)
- Latent TB Testing (HM Prison, Birmingham)
- Self Harm Group (Weston-Super-Mare)
- The Health Bus (Surrey)
- Touch Base (Brighton)
- **Drop in and NHS Health Check Outreach Clinic** (Birkenhead)
- Improving Skin Conditions (Croydon)
- Health Champions for Homeless (Newham)
- HITPlus (Southwark)

Number of sessions delivered

As of May 2018, 66 sessions were delivered by the projects.

Number of patients reached

As of May 2018, 263 patients were reached by the projects.

### Changes to Project Plans

As part of applying for QNI Funds, each nurse was required to develop a project plan, to indicate how they would deliver on their innovative idea. During the first 5 months, as a result of delivering and testing, the nurses made a few changes to improve their projects. These changes varied from the method of communication, the intervention on offer, expanding the services, or becoming more focused on evaluation.

Project	Changes made
Five Ways to Wellbeing	<ul style="list-style-type: none"> <li>• <i>"Greater focus on qualitative feedback."</i></li> </ul>
Leap Ahead	<ul style="list-style-type: none"> <li>• <i>"Expanded service to offer blood tests for Hep B &amp; C and HIV screening."</i></li> </ul>
Latent TB Testing	<ul style="list-style-type: none"> <li>• <i>"More proactivity and flexibility to accommodate the obstacles and security constraints of working within the prison health care system."</i></li> </ul>
Self-Harm Group	<ul style="list-style-type: none"> <li>• <i>"Ongoing promotion to other agencies to encourage them to use the service."</i></li> </ul>
The Health Bus	<ul style="list-style-type: none"> <li>• <i>"The bus is becoming more of a "virtual bus" or concept, as most contacts being in their own homes for a consultation."</i></li> <li>• <i>"Placed more emphasis on achieving successful contact via 'assertive outreach' with people."</i></li> <li>• <i>[Changed from mental health to child oral health focus once the scale of the need was identified.]</i></li> </ul>
Health Champions	<ul style="list-style-type: none"> <li>• <i>"Changed the structure of delivery, organising it on a rolling 2 week basis with different speakers until July and thereafter monthly with the aim to increase sessions in November."</i></li> </ul>
HIT Plus	<ul style="list-style-type: none"> <li>• <i>"Reduced the numbers of clients expected to reach on each outreach shift to allow for relationship building and publicising the project."</i></li> </ul>

## Outcomes

The projects have started the process of recording and demonstrating the difference they are making in terms of improved health for people who are homeless. Common achieved outcomes include better relationships between staff and patients, improved staff skills, patients who are more engaged with their care and positive feedback.

Five Ways to Wellbeing	<ul style="list-style-type: none"> <li>• <i>"Patients are highly valuing time spent away from usual environment and time spent discussing 'normal' things."</i></li> <li>• <i>"Better relationships between patients living in the homeless hostel."</i></li> <li>• <i>"Better understanding of patients."</i></li> <li>• <i>"Positive feedback from hostel staff."</i></li> <li>• <i>"Clients want to attend further sessions."</i></li> </ul>
Leap Ahead	<ul style="list-style-type: none"> <li>• <i>"High cholesterol has been detected and lifestyle advice was offered."</i></li> <li>• <i>"Anemia in one patient triggered further investigations."</i></li> <li>• <i>"Ensuring clients have a registered GP for one new patient."</i></li> </ul>
Latent TB Testing	<ul style="list-style-type: none"> <li>• <i>"Raised awareness of TB among prisoners and prison staff."</i></li> <li>• <i>"Identification of other health issues such as mental health."</i></li> <li>• <i>"Signposting to prison GP for full assessment."</i></li> <li>• <i>"Increased referrals of suspected TB cases that have been investigated and appropriate infection control measures have been initiated."</i></li> <li>• <i>"Improved health outcomes by speedy diagnosis and initiation of medical treatment. Joint working with prison staff has improved communication greatly and this has benefitted patient health."</i></li> </ul>
Self-Harm Group	<ul style="list-style-type: none"> <li>• <i>"All patients seen have been educated on first aid and given first aid kits."</i></li> <li>• <i>"2 have come back for more and the teaching/education programme has been discussed with them."</i></li> <li>• <i>"No prescriptions issued for antibiotics for wounds for these individuals."</i></li> </ul>
The Health Bus	<ul style="list-style-type: none"> <li>• <i>"A lot of face to face health promotion has been achieved and a large number of referrals have been made and follow ups arranged."</i></li> </ul>

	<ul style="list-style-type: none"> <li>• <i>“Conversations about immunisations have opened the door to previously hostile opinions and vaccinations, on site, have been achieved, with a further number of clients happy to revisit these conversations at a later date.”</i></li> <li>• <i>“Conversations about mental health, including depression and suicide have been acceptable and referrals to mental health services actioned.”</i></li> </ul>
Touch Base	<ul style="list-style-type: none"> <li>• <i>“Raising awareness of Hepatitis C among the patients.”</i></li> <li>• <i>“Raising awareness within staff around Hepatitis C and liver disease.”</i></li> <li>• <i>“Three people have been tested positive for Hepatitis C. All have been seen and are currently in the process of preparation for treatment.”</i></li> </ul>
Drop in and NHS Health Check Outreach Clinic	<ul style="list-style-type: none"> <li>• <i>“3 high risk patients at risk of CHD, diabetes and kidney disease have been identified. This has helped to coordinate early intervention responses for these patients, reducing health risks and improving health outcomes.</i></li> <li>• <i>“All residents at the hostel have been successfully engaged, increasing the number having health checks with only one person refusing a health check.”</i></li> <li>• <i>“The clinic has enabled the provision of basic healthcare to patients who would otherwise struggle to get medical care due to their chaotic lifestyles and barriers to access. It has increased access to health care for vulnerable homeless people.”</i></li> </ul>
Health Champions for the Homeless	<ul style="list-style-type: none"> <li>• <i>“Patients sound very positive and feel they have learnt a lot during the sessions for example following a session with the pharmacist they understood how to get repeat prescriptions.”</i></li> <li>• <i>“Minor illness management via pharmacy was also useful. Patients feel they know how to get an emergency prescription.”</i></li> </ul>
HIT Plus	<ul style="list-style-type: none"> <li>• <i>“The cohort is small but is already having a positive impact. Clients are more aware of the services that are available to them.”</i></li> </ul>

## Case Studies

Each project lead was asked to give a case study based on one patient, and the outcomes for this individual.

Five Ways to Wellbeing	<i>“Patient x has better awareness of own personal strengths. He has been on an interview panel for new staff and has managed a month of distressing anniversaries better than previous years. He is able to discuss relapse prevention using 5 Ways to Wellbeing.”</i>
Leap Ahead	<i>“At a session – gave a health check for a new resident who had been living in a caravan and had been unwell for a while. A routine health check and bloods detected Acute Kidney Injury (stage 3), which resulted in an immediate admission to hospital which quite likely saved his life. He was discharged to be followed up by a renal consultant and new medications. His memory issues are much improved as they were likely to be related to a kidney injury and the patient is feeling better.”</i>
Latent TB Testing in HMP Birmingham	<i>“The first client to have a positive TB blood test has a prison history of 30 years, with numerous sentences in prisons across the UK. This man has been exposed to TB within the prison setting several times in 30 years and has never accepted TB screening when offered. He has a history of homelessness and substance misuse. This man is at very high risk of developing active TB disease due to comorbidities and immune suppression. Treating him for latent TB infection will reduce the risk of active TB in the future. He now has a good understanding of the risks of developing active TB disease and is happy to accept latent TB treatment.”</i>
Self-Harm Group	<i>“A 25yr old male, intermittent attender to the day centre with a history of self harm. He came to see us with recent cuts covered in kitchen roll, which were assessed, cleaned and redressed. A first aid kit was fully explained and given to the individual. At this time, he did not want any other input or to discuss anything but was grateful for our input. He came to see us a few weeks later for a new first aid kit and was more willing to talk about his situation and is thinking about coming to the group.”</i>
The Health Bus	<i>“Met a client with diabetes who was not able to use her blood sugar monitor and was unwell. She was unable to get an appointment herself so a nurse advocated with the GP</i>

	<i>surgery and got her an appointment with the Diabetes Nurse specialist within the hour. Her husband was the owner of a large private site and was so impressed that he endorsed the Health bus and welcomed the initiative."</i>
Touch Base	<i>"Mr M. is from Eastern Europe, he has never been tested before. He informs me that he has never used IV drugs so he is unsure how he could have contracted it? Homelessness is a risk itself. He is very shocked and eager to have treatment. He is aware now too that he must reduce his alcohol use as this will progress his liver disease. He will hopefully start treatment in June."</i>
Drop in and NHS Health Check Outreach Clinic	<i>"By carrying out an NHS Health Check we were able to identify a 46 year old at high risk of CHD. A blood test was carried out to confirm this and the patient is now on Statins to manage their condition. The patient has also reported that they have more confidence in health services and that they now feel comfortable accessing health services. This has removed barriers to accessing health services, improved the awareness of their condition and their ability to manage it independently. It has also provided early intervention, stopping the issue escalating to crisis point. "</i>
Health Champions for the Homeless	<i>"A patient has come to the two sessions and he is known to have diabetes. During the cold weather season he was placed in a shelter out of borough, where he temporarily ran out of his medications. The patient felt empowered when the pharmacist educated him about pharmacy nomination and emergency drug supply without a prescription from the GP. He now has better understanding of his disease management and the importance of concordance."</i>
HIT Plus	<i>"[We saw a] 39 year old Romanian rough sleeping male, with a history of alcohol dependence, depression and anxiety. He only used A&amp;E for health concerns. A full health assessment - BBV screen (blood samples including liver, kidney, lipid and glucose screen) was carried out as well as a TB screen (verbal questioning). Successful GP registration was completed. He is now taking all his prescribed medications and has been vaccinated against influenza."</i>

## Focus for improvement

Each project lead was asked to consider what elements they would like to focus on and improve in the final second half of the project year. The overwhelming priority from most projects was to make local organisations and service users aware of the services, so that all sessions and clinics are well attended and reach people in need.

Five Ways to Wellbeing	<ul style="list-style-type: none"> <li><i>"Try to increase numbers by visiting hostel, Run project in women's hostel."</i></li> <li><i>"Ensure posters and leaflets produced."</i></li> </ul>
Leap Ahead	<ul style="list-style-type: none"> <li><i>"Look to engage more patients by completion of the fortnightly session."</i></li> <li><i>"Advertise in local venues. Share the project with other practices."</i></li> </ul>
Self Harm Group	<ul style="list-style-type: none"> <li><i>"Advertise and remind support workers of referral process and that service is available. Flexibility of programme to try to fulfil all of the individual's needs."</i></li> </ul>
The Health Bus	<ul style="list-style-type: none"> <li><i>"Meet with commissioners and improve data collection, using new spreadsheet."</i></li> <li><i>"Explore ways of sustaining project and team with new Head of Children's Health services for Surrey."</i></li> </ul>
Touch Base	<ul style="list-style-type: none"> <li><i>"Support the manager and staff. Perhaps bring a client to speak to them to talk about how they felt being diagnosed and the impact treatment has had on them."</i></li> </ul>
Drop in and NHS Health Check	<ul style="list-style-type: none"> <li><i>"Build on the service by continuing to liaise with the various agencies and bodies involved locally in delivering services to homeless people to increase awareness and to make sure that the most vulnerable can access the project."</i></li> </ul>

Outreach Clinic	
Health Champions	<ul style="list-style-type: none"> <li>• <i>“Remind patients more often via text every week. Call them a couple of days before the session and on the day to remind them to attend.”</i></li> </ul>
HIT Plus	<ul style="list-style-type: none"> <li>• <i>“In the next three months aim to ensure that each outreach shift sees at least one client on the first meeting, achieving at least two of the outcomes the project is looking at. Improve data collection and analysis in a timely manner. Aim to increase the number of clients being seen.”</i></li> </ul>

## Learning

All project leaders were asked to consider what they have learnt during the first stage of delivering a project of innovation. Answers varied from the necessity to involve others early, good planning, allowing enough time for project implementation and communications and learning more about drug trends and support organisations in their area.

Five Ways to Wellbeing	<ul style="list-style-type: none"> <li>• <i>“The significant amount of time needed to plan and organise the project. IT skills; logos, powerpoint etc.</i></li> <li>• <i>“Assertiveness skills – ‘sticking to my guns’ regarding finances and marketing.”</i></li> <li>• <i>“Less is more – keeping group content simple has allowed more time for discussion which is more beneficial than trying to ensure that every detail is considered.”</i></li> <li>• <i>“Appreciation from clients for such basic things; being in different environment and talking about different issues.”</i></li> </ul>
Leap Ahead	<ul style="list-style-type: none"> <li>• <i>“I knew that it would be a difficult project but did not anticipate how difficult it would be to engage patients and get word out there, this has resulted in being more determined to make a difference and get further people on board.”</i></li> </ul>
Latent TB Testing at HMP Birmingham	<ul style="list-style-type: none"> <li>• <i>“Delivering the project has given me an insight and understanding of the impact that the use of non-psychoactive substances (NPS) can have within the prison. The drugs vary in potency and little is known about their effect on people. People who use these drugs have no idea what is actually in them. Two young men at the prison tragically died after using NPS in the last month. I realized that I knew little about these drugs but reflected that they are commonly used across the UK and patients on TB treatment in prison and in the community may use them. I routinely ask TB patients about their substance misuse but have not specifically discussed NPS with them. I need to learn more about these drugs and will speak to pharmacy colleagues to explore the impact they may have on TB medication and its effectiveness.”</i></li> </ul>
Self Harm Group	<ul style="list-style-type: none"> <li>• <i>“Even with good planning and organization, delays that occur and the knock on effect this can have on the start of a service. When you are dependent on others for any aspect of the service, you need to be prepared for delays/problems along the way.”</i></li> </ul>
The Health Bus	<ul style="list-style-type: none"> <li>• <i>“That it is better to allow colleagues with special talents and skills to develop their own ways of working, rather than to try to do everything myself. That managing a team means allowing members to develop and flourish with the right support but trusting to their passion and expertise.”</i></li> </ul>
Touch Base	<ul style="list-style-type: none"> <li>• <i>“It is more time consuming. I am passionate about this area but other people not as much and passion can drive projects. I hope with time I will inspire and help staff understand the importance of this treatment.”</i></li> </ul>
Drop in and NHS Health Check	<ul style="list-style-type: none"> <li>• <i>“I have learned more about the different voluntary agencies, groups and individuals supporting homelessness in the area such as Night Pastors. This has helped with the promotion and development of the project.”</i></li> </ul>

Outreach Clinic	
Improving Skin Conditions	<ul style="list-style-type: none"> <li>• <i>“There are circumstances that are very difficult to mitigate; the only option is to delay the project until you have the staffing resources to continue.”</i></li> </ul>
Health Champions	<ul style="list-style-type: none"> <li>• <i>“Some of the things we had anticipated will be a lot easier to sort out for example getting speakers proved to be very difficult. We have learnt to never underestimate any part of the project.”</i></li> </ul>
HIT Plus	<ul style="list-style-type: none"> <li>• <i>“We have been surprised with how much background work is involved in running a project, providing patient care, working on achieving outcomes etc. all whilst continuing to run our usual clinics. This has led to prioritizing our workload in order to continue to efficiently run the pilot.”</i></li> </ul>

## Support needs from QNI

The QNI asked the project leaders how we could support the development of their project in practical ways. Support with communication and internal finances were deemed to be most important.

Latent TB Testing	<ul style="list-style-type: none"> <li>• <i>“If I was to present my project formally e.g. poster presentation I would need help to do this.”</i></li> </ul>
The Health Bus	<ul style="list-style-type: none"> <li>• <i>“Managing the finances to keep a post intact during the period of transition.”</i></li> </ul>
Drop in and NHS Health Check Outreach Clinic	<ul style="list-style-type: none"> <li>• <i>“We would be very keen to get support around our queries regarding prescribing/indemnity insurance.”</i></li> </ul>
HIT Plus	<ul style="list-style-type: none"> <li>• <i>“We may need support with our communications department in the materials we will need to promote the service.”</i></li> </ul>

## Summary

The projects are progressing despite some early challenges with time, staff structure, finances and communications. The project leaders are learning and adapting creative strategies for overcoming hurdles and are delivering a range of holistic and opportunistic interventions, in a range of settings from prison, to traveller sites, to the streets of London. Positive outcomes with people who are homeless being better engaged in their health are starting to emerge, and the QNI looks forward to working with the project leaders in the second half of this project year.

A full evaluation of the impact of these projects will occur in 2019.