



Manchester LINK

Seeing the person: providing the service Event held 26th April 2010

Homelessness

The Manchester Local Involvement Network (LINK) has been working on a campaign to look at homelessness.

So why did they chose Homelessness? In October 2008, the LINK held its Big Tent event in Piccadilly Gardens. A homeless man called Wayne grabbed the microphone and said that services for homeless people needed improving.

The LINK Steering Group decided that this needed looking at further.

Lydia Hurford-Cato, from the LINK staff team, spent some time researching what services are available in Manchester.

She spoke to service users and staff, and carried out a

consultation. She asked people what barriers they felt there were in terms of accessing health and social care in Manchester. She then asked people to think of the three main things they would like to see improved. She also asked them to give suggestions of what those improvements could be.

Service users and workers from third sector agencies were invited to be involved in a 'task group' with LINK Steering Group members. The group looked at what people had said and decided on four pieces of work.

These are detailed over the page and were showcased at the LINK event on 26th April.

About the Homeless Campaign...

- Mystery Shopping GP surgeries over their registration processes
- Producing a DVD to improve staff awareness of homeless issues
- Improving access to Dentistry services
- Improving hospital discharge

Over the past year, members of the LINK Steering Group (who are elected volunteers), members of the task group, volunteers and LINK staff have been working on these four pieces of work.

Some of the pieces of work have come to an end with clear outcomes—such as with dentistry. Some continue to be worked on, such as with the 'Hospital Discharge and Homeless Prevention protocol' and 'Mystery Shopping GP surgeries'.

The staff training DVD is almost ready to be printed off and distributed by the LINK.

More information about this is given under each presentation in this report.

The event held on 26th April 2010 was held to showcase the pieces of work and outcomes. The audience was made up of professionals from health and social care services, along with staff from third sector agencies.



Within the event, the LINK also wanted to celebrate successful service user involvement. It did this in part by inviting the service users and volunteers to come along and be part of the day.

This report is a summary of the presentations and questions given at the event on 26th April 2010

Agenda for the day



Manchester LINK

Who?

Health and social care professionals working with homeless people

When?

Monday
26th April
9.30am to 2pm

Where?

GMCVO
St Thomas Centre
Ardwick
Green North,
Manchester
M12 6FZ

'Seeing the person: providing a service?'

Improving access for homeless people

A celebration of successful service user involvement in health and social care

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| 9.30 | Arrival, registration and refreshments |
| 10.00 | Introduction |
| 10.15 | 'What do you see?' Film screening
DVD about homelessness |
| 10.35 | Questions |
| 11.05 | Mystery Shopping GP surgeries |
| 11.20 | Questions |
| 11.35 | Comfort break |
| 11.50 | Dentistry |
| 12.00 | Questions |
| 12.15 | 'Let's Face It'
Presentation by service users |
| 12.45 | Hospital Discharge and Homeless
Prevention |
| 1.00 | Questions |
| 1.15 | Lunch, meet the people involved |
| 2.00 | End |

Introduction to the day

Richard Wright, the lead on Homelessness from the Steering Group, introduced the event.

He talked about how the LINK first came to hear about the issues homeless people have in accessing health and social care services.

People

Richard also talked about the different people that got involved in this work campaign: the volunteers, Steering Group members and LINK staff that have all contributed to these outcomes.

Meaningful Involvement

He explained how the LINK didn't just want to 'tick boxes' when it came to service user involvement. When there has been room for involvement it has been throughout the entire process. For example, the task group is made up of anyone that can and wants to attend the meetings—this can include staff and volunteers from third sector agencies working with homeless people, service users and staff from statutory agencies. Each time the group meets the people attending can vary and it is this flexibility that encourages involvement.

Partnership working

The LINK has worked with various agencies and respects their expertise in this field. This partnership is shown through the task group, but also more specifically with certain pieces of work. For example, with Service User Network and Lifematters on the staff training DVD and also the drama delivered at the event by the 'Face It!' drama group.

Richard gave an overview of each piece of work which will be detailed later on in this report.

Events

He then talked about the event held jointly by the Service User Network (SUN) and LINK on 29th June 2010. At this the LINK presented its findings from the consultation and started getting people on board for the work.

A further engagement event was held by the LINK on 5th October 2009 where the pieces of work were launched.

Copies of the slides used in this presentation are available on request.

Staff Training DVD

Lorna Bustard from the Service User Network (SUN) presented the DVD which her organisation had produced on behalf of the LINK.

The film was 20 minutes long and involved service users throughout the process. They were trained on how to use the cameras, filmed the work, planned the content and aims, and acted in the film.

The aim of this project was to produce a short film to be used in staff training in health and social care services. It is hoped that the film will increase understanding and empathy, and raise awareness of the issues affecting homeless people.

The Primary Care Trust (NHS Manchester) have already agreed to use the film in their staff training as part of Equality and Diversity training for new members of staff. They have also agreed to recommend that GP managers use this for their staff training.



Questions:

Q. I'm interested to know what the crucial point is which makes people turn their life around - whether it's a certain service or member of staff. Would someone who works with service users be able to explain a bit more?

A. Lorna Bustard (SUN): People normally need to hit rock bottom before they're able to. It could be a service or a member of staff who's there. There are a lot of services out there who're able to help. It doesn't always work the first time.

Rick Jundi (Lifematters):

Therapeutic Engagement is important. At some point a person will be ready to change their life, so people on the front line need to be there for them. You need the engagement beforehand to be there to help when they're ready.

Nick Harris (LINK Steering Group):

From experience it can take a long time for someone to open up and tell you what is going on; it's not just a case of sitting down and getting all the information in one session. There needs to be a relationship between the client and professional and a level of trust.

Staff Training DVD continued

Robert Whittle (Volunteer): It took a month and a half of me being out on the streets until I found out that there was help there for me to access.

The DVD will be distributed by the LINK shortly. If you would like a copy, please get in touch by :

Phoning 0161 214 3909;

Or emailing:

manchesterlink@blackhealthagency.org.uk

Mystery Shopping

This presentation was given by Steering Group members Nick Harris and Marisha Palm, along with Robert Whittle, who took part in this activity as a volunteer.

Why mystery shop?

They talked about the rationale for the project—about gathering evidence to back up what service users say about problems accessing GP services if they are perceived to be homeless.

Planning

They then went on to discuss the whole process of setting up a task group, recruiting and training service users to become mystery shoppers.

Mystery shopping

This was discussed as a tool to test a set of standards and gather evidence. Nick also explained how involving service users is part of a

method called 'Participant Action Research (PAR)'.

Training

Two half day training sessions were held for the service users, and an external trainer employed.

During the sessions, participants looked at the how, why and what of mystery shopping.

They also designed the script and recording sheets to be used on the visits.

Findings

A brief overview of the findings from the visits was given. A copy of the full report detailing this is available on request.

Questions

Q. If you phoned up the surgeries beforehand doesn't that change things? And is there a certain time waiting lists need to be closed for or could that be a get out clause?

A. Lydia (LINK staff): We worked closely with the Local Medical Committee (LMC) to find out whether the waiting lists were open before mystery shopping the GP surgeries. We also visited each surgery four times across the period. The dates of visits were recorded, so we could check if the results are questioned.

Q. As someone who works for the Primary Care Homeless Team, I would be interested to know whether you were told if a surgery had a closed list?

A. Nick Harris (LINK Steering Group): Nobody mentioned a closed list, it was either a 'yes' or 'no' [to registration]. There was not often an exchange between the receptionist and the person trying to register.

Robert Whittle (volunteer): The whole process of going into the GP and trying to register was very quick; a lot of receptionists weren't helpful if you didn't have the right documentation (medical card etc).

Julian Palfreyman (NHS Manchester): We are committed to an Equality & Diversity Training plan which is mandatory for all PCT staff, and is made available to GP staff.

Q. Could the training be made mandatory for GP staff?

A. Because of the nature of how PCTs contracts are set up, training cannot be made mandatory for GP's staff.

Q. Doctor O'Shea is known through Manchester as offering a fabulous service for homeless, did any of the GP surgeries refer you there?

A. There was one surgery which recommended Doctor O'Shea, which was in the area where we were trying to register.

Q. (GP & member of LMC) I would like to raise some issues: Receptionists are employed by GPs not the PCT; therefore, it is the responsibility of GPs to train staff. The PCT has not made the temporary resident circumstances clear after recent changes in the rules. Documentation could be made easier for people, having a standard requirement across GP surgeries. A group is being set up to look at this involving the LMC, PCT and LINK.

Q. Richard Wright (LINK Steering Group): we also want to recognise the good work that goes on. Is there anyone from Dr O'Shea's here?

A. Jane Haines from Dr O'Shea's / Urban Village Medical Centre

explained about the services available there, including the homeless drop-in which is a week.

Q. I'm interested in knowing more about the relationship between NHS Manchester and GPs. Will the recommendations actually be taken up?

A. Julian Palfreyman (NHS Manchester): In response to the LINK recommendations: Training - this was covered earlier; Documentation - we need to make requirements very clear and have a standard registration process; Information on the website - we download directly from NHS Choices but will ask individual GPs surgeries to ensure that their information is up to date.

Q. Have you got any plans to extend the mystery shopping to other services - such as A&E?

A. Deborah Blackburn (NHS Manchester): We are looking to develop a strategy which will also consider people on the verge of being homeless at the point of admission. The DVD will be incorporated into training to try and break down stigma / barriers of being homeless. This will include Acute Services.

Lydia Hurford-Cato (LINK staff): Unfortunately the Homelessness campaign is time restricted. The LINK has limited resources so it is unable to continue working on the homeless campaign outside of these pieces of work. However, under other campaigns that the LINK is carrying out this is something that may well be looked at later. There is a LINK Access to Services group set up to look at such issues.

Dentistry

Lydia Hurford-Cato, from the LINK Support Team explained what the LINK had been doing around access to dentist services for homeless people.

After gathering people's experiences about getting into a dentist, Lydia wrote to NHS Manchester, who commission dentist services. She asked them to respond to the concerns people raised, saying what they were doing about them, if anything.

NHS Manchester wrote back stating that recent changes to the way that people can access dentists services should make things easier for people to get treated.

Patients can now register for a course of treatment rather than

having to register as a patient at a practice. There is a single number helpline which you can call to find out about emergency dental treatment, or for getting a regular check up. The Helpline will find either the first appointment, or the nearest surgery offering you the treatment you need.

The LINK asked NHS Manchester how they intend to assess how well the Helpline is working. At the time that we asked this, the Helpline had been going for less than 6 months and there was no patient feedback available.

However, now that 6 months has passed, the LINK will follow up to see what patients are saying so far

about the Helpline.

The LINK may also carry out a further piece of work to find out what the overall population of Manchester feel about dental services.

Questions:

Q. Richard Wright (LINK Steering Group): NHS Manchester were going to review the Dental Hotline after 6 months, what is the out come of this?

A. Julian Palfreyman: the information has been collected through Talking Health who will collate this. He will pass this information on to the LINK.

Hospital Discharge

Lydia Hurford-Cato from the LINK Support Team gave an overview of what the LINK had been doing about hospital discharge.

When carrying out the consultation to find out what could make services better for homeless people, she was told that discharge from hospital is often far from ideal.

People are being discharged during the early hours of the morning, or might be sent back out onto the streets without accommodation being found for them before being

being discharged, or could be sent home to inappropriate housing for their changed circumstances.

She found out that there was already a piece of work going on to improve hospital discharge across Greater Manchester. She contacted Paul Connery from the Homeless Link who were leading on this.

Lydia was invited to attend their Steering Group meetings 'Hospital Discharge and Homeless Prevention Protocol' across Greater Manchester.

The protocol was due to be signed off at an event hosted by the Greater Manchester Public Health Development Team on 22nd April.

Once it has been signed off, it will be up to each Hospital Trust, Local Authority Homeless Team and Housing Association to agree to it and put in their local detail.

Christine Thomas, from the Homeless Team at Manchester City Council gave a presentation on 'Hospital to Home' - Establishing a Hospital Discharge Protocol for Manchester'.

She talked about the importance of hospital discharge being about the people, ensuring that they aren't discharged to inappropriate places, aren't homeless at discharge or don't become homeless as a result of their stay in hospital.

As well as considering the individual, getting hospital discharge right will lead to reductions in hospital re-admissions, make best use of housing stock, and make savings across the services.

The full slide presentation, along with Christine's contact details are available on request.

Deborah Blackburn from NHS Manchester also told people that she is getting staff from

across the acute hospitals, as well as the local Primary Care Trust and the Homeless Team, to meet up to agree Local detail. The LINK has been invited to be part of this group and a date is being set for the first meeting. More information about this will be given in the LINK newsletter so keep your eye out for progress.

Questions:

Q. What do you think the timeframe for the protocol is?

A. Christine Thomas: It should be completed in a few months.

Q. Could anything be done about staff attitudes? As soon as some staff hear 'homeless' and 'drug addict' you are treated differently.

A. The staff training DVD would be used in the induction for all new starters, in an attempt to change attitudes.

Q. Hospital Discharge has been an issue for a long time - will the changes actually happen?

A. Christine Thomas The protocol is already in place, it's just a case of making sure it's used everywhere.

Deborah Blackburn: We will be getting putting in place discharge coordinators. There is a real move to push this forward.

Feedback from the day

At the end of each LINK event, we ask for your feedback. We do this to see if we can make improvements for future events. What you said:

1c—Was there anything missing that you would have liked to see?

- Delegate/attendance list - useful to know who people are and who they represent
 - * The delegate list is available on request
- The feedback from the Mystery Shopper activity from NHS Manchester
 - * This will be available shortly
- I would like to know more about mental health projects that will be held in the future
 - * I will pass your details to the lead on mental health

2b - Was there anything you did not like?

- Acoustics v. poor - difficult to hear speakers
- Acoustics not good - missed many of questions and speakers did not always speak into microphone

7 - Please tell us what you liked best about the event

- The Face It drama presentation
- Video and information available
- DVD and Let's Face It presentation
- Presentation/drama group

8 - Please tell us what we could do better in the future

- Present more detail of results of projects and action plans
- Hearing the speakers is always an issue at this venue, please encourage use of the microphones throughout the day
- Support presenters in knowing how to use mics and face forward, as some information wasn't easy to hear
- Microphones for questions from outset (this did start eventually)

Comments regarding the acoustics and use of microphones will be taken into account for all future LINK events

Would you like a copy of...

The staff training DVD?

There may be a small fee payable, which will cover the costs of printing the DVD and postage.



Whether you will be charged a fee or not will depend on whether you are a charity or a statutory organisation, and how many copies you would like.

Full details are available on request.

The report on Mystery Shopping?

The full report, with findings, recommendations and reply from NHS Manchester is now available.

If you would like a copy please contact us on the details given below.



Would you like to know more?

Would you like to get involved with the LINK?

If you would like to:

- Find out more about any of the pieces of work about homelessness,
- Find out more about what the LINK is or what it is doing,
- Have someone from the LINK visit your group, or
- Get involved with the LINK

Then please contact Lydia on:

- ☎ 0161 214 3909
- ✉ Email:
manchesterlink@blackhealthagency.org.uk
- ✉ Write to: BHA, Gaddum House,
6 Great Jackson Street,
Manchester, M15 4AX