

London Network of Nurses and Midwives Homelessness Group

## 'Transforming London's Homeless Nursing Services'

Friday 4<sup>th</sup> April 2014

### **INTRODUCTION**

On Friday 4<sup>th</sup> April the LNNM Homelessness Group ran a one-day conference for 120 people entitled 'Transforming London's Homeless Nursing Services'. This was made possible due to the kind sponsorship of the London Housing Foundation (£3,500) and the Florence Nightingale Foundation (£1,500). The event was run at St. Martin-in-the-Fields. The total costs have not yet been summarised, but were around £7000. The deficit was made up with ticket sales.

The conference was run entirely by volunteer members of the LNNM group using free website provision e.g. Eventbrite and Wordpress. Tickets cost £27.30. 90 tickets were made available for sale (there were 24 speakers / workshop facilitators and 6 service users attendees), and the event sold out.

### **PROGRAM**

The program is attached and included the following key note speakers:

- Professor Viv Bennett – Director of Nursing at Public Health England
- Caroline Alexander – Chief Nurse, NHS England – London Region
- Crystal Oldman – Director, Queens Nursing Institute
- Helen Mathie – Director of Policy, Homeless Link
- Martin Gibbs – Deputy Director, Health inequalities Unit, DH

There was also a panel discussion involving Charles Fraser (CEO St. Mungo's), Dr Adrian McLachlan (Lambeth CCG Chair), Alison Danks (Adult Services Manager, NHS Westminster), Dr Penny Louch (Lead Nurse, Health E1) and Stan Burrige (Service User Lead, Pathway).

There were 8 workshops covering Personality Disorder, End of Life Care, Human Trafficking, Homeless Families, Mental Capacity, Hospital Discharge, Asylum and Refugee Health, and Reconnections.

Additionally there were two functional aspects of the conference:

1. A post-lunch networking session to establish the concerns of the conference attendees, and establish their top 5 priorities for change (the results of which are outlined below)
2. Commencement of a google map of homeless health services (see outcomes section below)

## NETWORKING SESSION FEEDBACK

The networking session feedback is going to be properly analysed. However this represents a quick summary of the flip-charts, notes received in.

### WHAT IS GOOD ABOUT CURRENT HOMELESS HEALTH SERVICES?

- Specialist, drop-in services are provided in most areas
- Services are patient centred, flexible, and tolerant
- Multidisciplinary approach (often nurse led)
- Good partnerships with voluntary sector
- Outreach and case-finding provided where services are able
- Services are public health focused
- Hospital discharge is beginning to improve
- Services are populated with individuals with dedication, passion and creativity
- Services want to network and share

### WHAT AREAS NEED IMPROVEMENT?

- Lack of consistency in the specialist services provided
- Better understanding / mapping of existing services
- Ability to share information across specialist services (e.g. more integrated IT )
- Barriers to access to specialist services e.g. borough boundaries, hours of opening, disabled access etc
- Homeless people are still 'hidden' to services e.g. those that sleep on buses
- Short term commissioning of services
- Not enough focus on prevention in young people
- More student placements
- Clear response to people with No Recourse to Public Funds
- Barriers to mainstream primary care access
- Insensitive media coverage

### TOP 5 PRIORITIES FOR CHANGE IN LONDON:

- Pan – London centralised commissioning of homeless services
- Integrated IT system across pan London services (creation of a 'virtual community')
- Greater understanding / mapping of existing services
- Greater integration of health and social care in homeless services
- Better housing provision (particularly for families – no family should be in a B&B)

In addition the following issues came out as the top priorities for change nationally:

- Better education of health professionals around homelessness
- Better, more co-ordinated response to those with no recourse to public funds
- More focus on prevention with young people

## **INITIAL OUTCOMES**

The following represents the initial outcomes of the conference:

- Caroline Alexander to follow up with Adrian McLachlan and Alison Danks re proposing a conversation at the Clinical Commissioning Council about pan London Commissioning
- LNNM Homelessness group to present the results of the networking session to the London Health Commission
- LNNM Homelessness Group to be linked NHS England's Health in the Justice System and Vulnerable Adults Strategic Clinical Network
- Proposed linking the LHF Homelessness Atlas and Homeless London resources into our google map of homeless health services
- LNNM Group to work with Inclusion Health to see if the members can contribute to evidence around the identified 'Hidden Needs' identified in the recent March 2014 Inclusion Health report

## **FEEDBACK FROM ATTENDEES**

### Feedback forms

We distributed feedback forms at the end. 44 feedback forms were received back.

41 (93%) responders said they would come again if the conference became an annual event (1 didn't answer, 1 said maybe, 1 said no due to limited funding).

### *Attendee comments:*

'This is the best conference I have ever attended, because it felt like there was a real purpose to it'

'It was brilliantly organised' 'I must say the organisers were amazing'

'A great event... Do it again please!'

We received considerable positive feedback about the low ticket cost. It enabled workers normally disenfranchised from these types of events able to attend.

### *Workshop feedback:*

We asked attendees to grade workshops 1-5 (where 1 was 4, and 5 was excellent). The top graded workshop on Personality Disorder received an average score of 4.8. Overall the average score received from all workshop attendees was 4.1.

### *General comments:*

21 (47%) of people spontaneously commented that the best part of the day was being able to make connections with other services, and meet people they normally only e-mail! This function of the conference was clearly extremely valuable.

The formal networking session, panel discussion, Personality Disorder and End of Life workshops were all well evaluated.

### Contributor comments

We are trying to get contributor comments in now.

#### *Contributor comments:*

Crystal Oldman - 'It was a real privilege to be at your event and meet so many committed people'

Caroline Alexander - 'I found the panel discussion really helpful'

Helen Mathie – 'It was very good event'

Suggestions for improvement from both attendees and contributors (which we asked for) have included:

- More time for service users
- More time for the panel
- Delegate list to be distributed
- A Politician to be involved
- Involvement from Social Care and Addictions
- More time
- Multi-disciplinary focus

### **SUMMARY**

This was a valuable event with some very tangible outcomes. A formal report will follow.

We are indebted to the London Housing Foundation and Florence Nightingale Foundation for their kind sponsorship, but hope they will consider the money very well spent!