



**Transformation  
Partners**  
in Health and Care

# CONFERENCE FOCUS GROUP

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- **TPHC** was formed through the merger of Healthy London Partnership and Health Care Consulting.
  - Work with a range of partners including integrated care systems, acute providers, local councils, the voluntary and community sector, as well regional and national NHS organisations.
  - High-quality bespoke programmes and projects from neighbourhoods to a regional level
- **TPHC pan-London Homeless Health Programme**
  - **Works alongside** the homelessness and inclusion health sector with the aim to improve access to, experience of, and outcomes from health care for people at risk of, or experiencing homelessness.



- **The TPHC London Region Homeless Health and Care Network (HHCPN)**
  - Platform for frontline clinical and non-clinical teams to come together in order to share good practice, learning on various aspects of service provision, updates on new services/pilots as well as working through anonymised case discussions.
- **Many LNNM members join the HHCPN on a monthly basis**
- **Membership is open to all clinical and non-clinical frontline teams from health, housing or social care that work with people experiencing homelessness**
- **[rf-tr.hlp-homelesshealth@nhs.net](mailto:rf-tr.hlp-homelesshealth@nhs.net) – email regarding membership**

**Care Act  
(2014)  
definition of  
institutional  
abuse /  
organisational  
abuse:**

- **Neglect and poor care / professional practice within a specific care setting.**
- **This could be a hospital or a care home, but also the care received in one's own home.**
- **Could be a one-off incident or ongoing ill-treatment.**
- **Can be as a result of structure, policies, processes and practices within an organisation or organisations.**
- **Organisational abuse can involve one or more abusers.**

# Examples...?



1. A person detoxed from alcohol in hospital, and not wanting to return to a wet hostel, but no other options are said to be available
2. A person who is discharged to the street with ongoing health needs that are unlikely to be met on the street
3. A family experiencing homelessness who are moved several times in a year
4. A person who is refused registration with a GP due to lack of ID
5. A person with a traumatic or alcohol related brain injury who has care needs, who is not recognised as having care needs

# Join us on Mentimeter

Go to **www.menti.com** and use the  
code **7496 7016**

Thinking about each of the scenarios on the previous slide, tell us how often do you think these happen?

How much do you feel you can influence situations that you feel institutional abuse / neglect?

# Focus group instructions



- Form a group of 8-10 people
- **Choose a GROUP LEADER to keep time / scribe**
- **2-3 mins** – spend a couple of minutes individually reflecting on a situation that you have seen / know about that might be classed as organisational neglect. **WRITE THIS DOWN IF YOU CAN**
- **7-8 mins** – for people that are happy to do this – share your examples with the group to get everyone thinking
- **20 mins** - choose ONE or TWO examples that chime with the group as a whole, and discuss what you think could be done about this e.g. through direct action, evidence collection, campaigning, lobbying etc. **GROUP LEADER TO TAKE NOTES**
- **Bring group notes back to collection box in main hall**

Cohort areas  
discussion –  
choose an area  
that suits your  
experience or  
interest

- **Adults who are rough sleeping or in hostel or other temporary accommodation** - (Jasmin Malik / Caroline Shulman ) Main Hall, Max Nasatyr Room)
- **People seeking asylum / refugees** - Lucy Cook (Fred Miller room)
- **Families experiencing homelessness** - Debbie Fawcett (Lil Patrick room)
- **Gypsy, Roma, Traveller, Boater, Showman** - Sam Dorney-Smith (Foyer)

*N.B. note that conversations about e.g. primary care access or hospital discharge could occur in any of these groups*

# Join us on Mentimeter again

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Following your discussion:

How much do you now feel you can influence  
situations that you feel institutional abuse /  
neglect?

i.e. has the discussion made any difference?