

Healthwatch Hull/ Yorkshire Ambulance Service- Voices of the Street



Background

Kingston Upon Hull faces huge challenges concerning homelessness, with around 20 rough sleepers and approximately 200 individuals living in hostels or night shelters. The city is the 6th highest in England for people living with multiple unmet needs which have a negative impact on health and wellbeing.

People who are homeless sadly have low life expectancies, around half of the average life expectancy, with a much higher risk of death due to drug poisoning, liver disease and suicide.

Ambulance Services tend to be one of the first points of call for people who are experiencing homelessness including people who are rough sleepers.

Yorkshire Ambulance Service want to ensure that the services it offers the rough sleeper and homeless community meets people's needs.

Aims and outcomes

- Improve access to and experience of Yorkshire Ambulance Services for people experiencing homelessness.
- The work related to Yorkshire Ambulance Services which encompass NHS 111, Patient Transport Service and Emergency Ambulances as well as Hull Royal Infirmary Emergency Department.

What we did

Over a period of 24 weeks, Healthwatch Hull engaged with:

78 people experiencing homelessness or rough sleeping.

70 members of Yorkshire Ambulance Service (YAS) staff: 999 ambulance crews, NHS 111 Health Advisors, Patient Transport Staff and other staff groups.

3 people with lived experience of homelessness and rough sleeping.

28 stakeholders who work in services to support people experiencing homelessness.

<https://www.youtube.com/watch?v=Rd-WDPem9HA&feature=youtu.be>

Recommendations from HWH

Themes for YAS:

- Lack of clear pathways
- Understanding patient history
- Communication
- Understanding Trauma and homelessness
- Low update of Patient Transport Service
- Low uptake of NHS 111
- Need for shared learning

Themes for Hull Royal Infirmary Emergency Department:

- Alcohol/substance withdrawal issues
- Stigma and judgement in ED

Themes for Miranda House (NHS Humber):

- Support with dual diagnosis

Themes for Humber North Yorkshire ICB:

- Dual diagnosis support
- Homeless health team accessibility
- Wider learning from this piece of work

Themes for Hull Health and Care Partnership

- Mental Health Training for Paramedics

What change was needed

- Increased training for YAS staff around trauma informed approaches and mental health.
- More signposting support needed to better support people experiencing homelessness when there is no clinical need to attend ED, especially out of hours eg evenings and weekends.
- Improve uptake of NHS 111 service amongst people experiencing homelessness.
- Improve uptake of Patient Transport Service amongst people experiencing homelessness.
- A need for shared learning to ensure YAS provide a consistent service across the entire geographical region that it is commissioned to cover.

How will people's experiences of the service now be better? YAS

- YAS have now set up internal Task and Finish groups with colleagues across different services including with lived experience experts who were involved with the project.
- YAS have now linked their operational team in Hull with the Changing Futures Operational meeting.
- The project has given those with lived experience opportunities to be involved in volunteering within the lived experience collective in Hull and with YAS which helps shape services to better meet the needs of people experiencing homelessness and has highlighted the need for joined up working between services.

How will people's experiences of the service now be better? YAS

Undertaking engagement to understand the experiences of an underserved community group, is a new way of working for Yorkshire Ambulance Service (YAS) and really encouraged the organisation to take a bottom-up approach to understanding community needs and working to ensure more positive experiences and greater accessibility of services.

This is the first project at YAS whereby people with lived experience have been specifically requested to support in the development of an action plan to address issues that are faced by those experiencing homelessness.

As per the recommendations from the project, YAS have been linked into the Changing Futures Operational Group to stay updated with work happening in the

How will people's experiences of the service now be better? YAS

Patient Transport Service have developed a standard operating procedure to support those with no fixed abode. This includes picking up patients from an alternative safe and appropriate location. Staff are also encouraged to ask the patient if they currently access any services as PTS may be able to pick from these service locations.

A new standard operating procedure is being currently looked at to provide guidance on how best to manage 111 calls from people experience homelessness and/or rough sleeping.

A training programme on homelessness awareness is planned for roll out to front line staff across Hull and the East Riding.

How will people's experiences of the service now be better?

The Yorkshire Ambulance Service NHS Trust is planning to map existing services for homeless patients in Hull and incorporate this information into signposting systems and staff training.

Further engagement is planned with people experiencing homelessness to promote YAS services.

How will people's experiences of the service now be better? Other services

- Miranda House is now working with the Yorkshire Ambulance Service on a Pilot scheme to prevent ambulances been sent out to mental health only issues. This allows individuals to access the support they require, quicker.
- Humber NHS Foundation Trust have a crisis care concordat forum which is a Multi-Agency meeting where this is an opportunity to explore learning and the lessons from individual cases this is attended by Humber, Yorkshire Ambulance Service and many other agencies.

Next steps

Healthwatch Hull are exploring options around a focused, piece of work with Hull City Council Public Health team and the lived experience collective in Hull to improve access to the Emergency Department for people who are experiencing multiple unmet needs. The scope is still open in terms of focus, but the initial scope is around tackling stigma and improving patient experience in the Emergency Department.

We are working with the lived experience collective in Hull and the Community of Practice to look at how we can improve experiences throughout Health and Social Care services for people experiencing Multiple Unmet Needs.

Feedback from people involved

"I think I can honestly say that yesterday was undoubtedly one of the most meaningful things I have been privileged to be involved with in 16 years with YAS. A really thought-provoking couple of hours".

"The work that Healthwatch have undertaken has provided us with incredibly rich insight into the needs of one of our most vulnerable populations. They connected with agencies on the ground supporting rough sleepers, they talked to our frontline staff about their experience of providing care to rough sleepers and they talked to rough sleepers about their experience of us. These stories have helped us understand how and why we can improve our services and care for this population, and we will be carrying forward work to respond to the findings of the engagement".

"The project was expertly managed by Carrie and Ellie who ensured that not only were the aims and objectives met but that this was done with the voice of those with lived experience at the heart. The recommendations made both for YAS and the wider health care system in Hull were presented in a number of formats including a powerful video and a face to event which the Healthwatch team hosted. It has been a pleasure to work with the Healthwatch Hull team on this project and I hope we can work together on other projects in the future".

Feedback from people involved

"This project is a perfect example of co production, with lived experience and learned experience working together to find the solutions to better help and support those experiencing homelessness and multiple disadvantages and unmet needs. As someone who has experienced homelessness on a personal level I was proud to be part of this research, which will enable practice, policy and system change to happen"

Amanda Hailes

Thank you!

Any Questions?