

# HITPlus – targeted street outreach for rough sleepers in Southwark, Lambeth and Lewisham

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# *Background – Why was the service needed*

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- Cohort of rough sleepers unable to access day centre services
- Rough sleepers not accessing primary health care services
- Street outreach workers experiencing difficulties accessing primary health care services for rough sleepers on their caseloads

(St Mungos, 2017)



# Background – Why is this service needed cont

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- Rough sleepers presenting to A+E in crisis
- Rough sleepers more likely to have increased hospital admissions

**A study of the health needs of 933 people sleeping rough (across Westminster, Kensington and Chelsea, and Hammersmith and Fulham)**

Visited A&E seven times as often as the general population



Were admitted to hospital more frequently



# ***Background – Aims of project***

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- To target rough sleepers not accessing primary health care services
- To sign post rough sleepers to day centres to improve physical health and case worker support
- To signpost rough sleepers to primary health care services
- To reduce the burden on A+E services
- To reduce the secondary care usage of targeted rough sleepers
- To provide health education, promotion and assessments to rough sleepers



# *How did it begin?*

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- Piloted from June to October 2017
- Increased engagement from rough sleepers
- Assisted with GP registrations
- GP appointments accessed
- Good outcomes being achieved
  
- Applied to join the QNI homeless health innovation projects



# QNI Homeless Health Innovation Projects

 **The Queen's Nursing Institute**

**Nurse-led Projects in the Community:**  
For people experiencing homelessness



**10 nurse-led projects with QNI support**



# Outputs during project

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- 77 patients seen for same day health checks
- 109 clients seen on the street whilst on outreach
- 69 health interventions completed including:
  - health assessments
  - Immunisations
  - making successful housing applications
  - supporting the addiction service / supporting commencement of opiate replacement therapy
  - wound assessment and management



# Result?

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- HIT Plus model was expanded into two other boroughs: Lambeth and Lewisham
- Project was viewed sustainable and secured funding from the Ministry of Housing, Communities and Local Government's Rough Sleepers Initiative until 2020





# *Key aspects of service development*

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- Robust data collection
- Applying for funding
- Provide training
  
- Developing the model of care in partnership



# Publicity and profile

- Service profiled on 2 radio stations
- Featured on BBC London news
- Featured in the Time's Christmas Appeal in December 2018, with full article on the project
- Nursing Times
- Southwark News



The screenshot shows the Nursing Times website. At the top, there is a navigation bar with links for HOME, NEWS, CLINICAL, CPD ZONE, INNOVATIONS, STUDENTS, OPINION, EVENTS, CAREERS, and SUBSCRIBE. A search bar and LOGIN/REGISTER button are also present. The main content area features a headline: "London nurses providing same day health checks for homeless" dated 10 OCTOBER, 2018 by JO STEPHENSON. Below the headline is a photograph of several people sitting on the ground in an outdoor setting, likely a homeless shelter or street. To the right of the photo is a sidebar with a campaign banner for "Nursing Times Are You OK" and a section titled "EDITOR'S PICKS" with three article thumbnails.

COMMUNITY

London nurses providing same day health checks for homeless

10 OCTOBER, 2018 | BY JO STEPHENSON

COVID-19: ARE YOU OK?  
VISIT OUR CAMPAIGN PAGE »

EDITOR'S PICKS »

- Nursing Times relaunches survey on nurse wellbeing and Covid-19
- Rethinking tissue viability services: learning from the coronavirus pandemic
- Nursing Times questions Hancock over nurse pay recommendation



# Case studies

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# Case Study 1

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- 29 Year old female rough sleeper
- Not registered with GP
- Respiratory symptoms

## Interventions

- Health assessment
- Harm minimisation advice
- Treated via PGD for chest infection
- Info on GP and day centre services to access
- A+E attendance avoided



# Case study 2

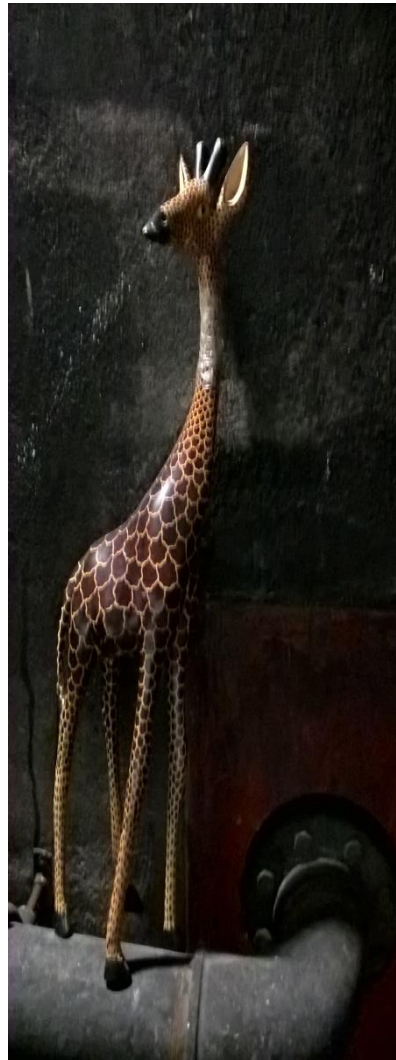
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- 36 year old male client
- Rough sleeping
- Heroin dependent
- Not on a methadone script
- Needs to attend A+E for assessment





# HITPlus on outreach



Dorney-Smith S, Schneller K, Aboim A et al (2018)  
Meeting the healthcare needs of people experiencing  
homelessness, and accessing healthcare services.  
Nursing Standard. 34(1), September 2018

Sections on:

- Planning services
- Engaging clients
- Maintaining safety

