

Community Engagement and Experience Solent NHS Trust



JULY 2022

Community Engagement Newsletter

Edition 03

"For many of us 2021 was a busy year faced with many challenges. During this period, we continued to deliver *Alongside Communities* – the Solent approach to engagement and inclusion – and ended the year with a wonderful celebration that we shared with our partners. At the celebration event we not only reflected over the past year but also discussed with our community partners what the focus of our work should be in 2022. Our 3rd newsletter provides an update on some of this work, illustrating how we are working with our community partners to improve health, reduce health inequalities and improve the experience of people who use our services. Please also take a moment to have a look at our first annual impact report, which is available on our website, for a fuller picture of the work the team has been doing."

Anastasia Lungu-Mulenga
Head of Community Engagement and Experience



What have we been up to?



Projects and highlights

We have continued reaching out to local communities and have increased our community partners database to 243, giving us a potential reach of over 400,000 people.

Quality Checkers project

Quality Checkers check our services to improve services for people with learning disabilities. Some of the things checked include signage, both inside and out, the size of lifts to make sure they can accommodate larger wheel chairs and checking the toilet facilities are suitable.

So far they've visited services such as: Talking Change, Sexual Health, Kestral Centre and Adult Mental Health. Following a visit, they co-produce a detailed report which offers great recommendations for the service.

The impact for the services has been really useful with Olivia Perkins from Talking Change saying, "It's been really useful and it's changed my view because the small things that we've been able to implement make a huge difference for our services users and that's been the biggest thing for me."

Supporting Our Carers project

We worked with staff, patients, families, and their carers, to develop our understanding of what is important to our patients and their carers when they are discharged.

By working together, we identified areas of priority for improving the experience of our carers when patients are discharged and with the implementation of a feedback survey, it ensures we can get ongoing feedback that will help us to continue to meet the needs of our carers.

What have we been up to?

Young People Participation group project

We have been fortunate enough to work with a group of Youth Ambassadors from No Limits. They have been instrumental in providing feedback on our work in CAMHS and complaints handling. Their open and candid dialogue has really shaped the way we think about our process and service delivery. A couple of the young people have offered to volunteer for us recently and we look forward to working with them in this capacity.

We are ambitious in our aims to advocate for the voice of young people and are very proud to be supporters of the Power of Youth Charter in Southampton. We have pledged to actively listen and look for opportunities to involve young people in our service design and delivery. Our pledge will also seek alternative ways to engage with young people from ethnic minorities and low economic backgrounds.

Improving safety across the Trust

At Solent we recognise the importance of involving patients, their families and carers and other lay people in improving the safety of our services. The Patient Safety Partner (PSP) is a new and evolving role that has been developed to help ensure that we deliver our services in a way that is safe for everyone. Over the past months we have successfully worked with our services and community partners to develop our approach for working with PSPs across the Trust. We are excited to now have a team of four PSPs that will be working with us and supporting us and will become an integral part of our processes. Our ambition is to have a total of nine PSPs and we will be using the coming months as an opportunity to refine the role so that we can maximise its potential for all.

Moving forward to Year Two of Alongside Communities - our approach to engagement and inclusion.

Working with our Partners we have now refreshed our Alongside Communities delivery plan and are well into the delivery of year two. Key areas of priority that were identified for our second year, that we will be focusing on include:

- Improving our complaints process to better the experience for anyone making a complaint. This year we will also explore introducing a digital option for making a complaint so that there is greater flexibility for providing us with feedback. We hope that this will encourage more people from diverse backgrounds to give us feedback.
- Whilst working with our services we continue to embed the principles of asset-based community development so that this can eventually become a standard approach for how we work across the Trust.
- Improving our knowledge and understanding of our communities by building our relationships with a wide range of groups and organisations.

Spotlights

In this section we get to find out more about some of the community services in the area and find out about some of the services Solent provides.



Hampshire and IOW Wheelchair service

We spoke to Emily, the Community Health Engagement Officer (CHEO) and Richard, Clinical Lead, for Hampshire and IOW Wheelchair service. Hampshire and IOW Wheelchair service is a service for provisions of mobility seating. They provide manual wheelchairs, buggies for children and powered wheelchairs. They run clinics and do home visits, they also run clinics in seven special schools in the area and do regular clinics at specialist facilities, such as Peartree House.

Richard explained “someone new to the service would need to be referred by a professional healthcare worker, but if they’re already under the service they can self-refer to us again. They’re never discharged from the service once they’re in, the only time they leave the services if they pass away or if they move out of area. We range from basically zero months right onto end of life, we cover the full age range.”. Officials can find the referral forms and also eligibility criteria on their website below.



Richard said he's been on and off in wheelchairs since 2012 and "I always keep coming back, you see such a a range of ages and such a range of conditions under one. We can see people who've had a stroke people, who have cancer, people who have MND, children with CP, there's just huge range of conditions that we get to see. It makes it very challenging at times, but exciting at the same time."



For Emily, "I'm very passionate about helping people and I come from lived experience, I've been different types of carers, a young carer, an adult carer, a parent carer. I've got a lot of experience knowledge around various disabilities which helps me my role as well as supporting families and service users."



Emily said “I signed us up to be the partner of Solent NHS Trust because it allows for co-working, I think it's just brilliant. Networking and engaging, it gets us known out there amongst a wider network, we can share information between us, it's better for service users as well."

Hampshire and IOW Wheelchair service now run a regular virtual coffee morning on the first Wednesday of every month on Microsoft Teams. For the link, please e-mail Emily at Emily.Galton@millbrookhealthcare.co.uk

Friends Without Borders

Friends Without Borders (FWB) is a local charity which has been running for over 20 years. They support asylum seekers, refugees and vulnerable migrants in the Portsmouth area. In Portsmouth, there's around 250-300 registered asylum seeker, FWB are often the first place where they come for orientation and support once moved to the city.

Every Thursday morning from 10am-1pm at All Saints' Church (Portsmouth) FWB runs a drop in. Their clients come from all over the world, including the Middle East, South America, and Africa and speak many languages. For many of these clients English is not spoken or written, so translation apps are used to assist and one to one English lessons are offered at the drop in. "By making the lessons one to one, or in a very small group, it enables trust and a befriending relationship to develop." Veronica Dunne, Chair of Friends Without Borders.



Citizens Advice's team who specialise in immigration issues attend the weekly drop in and Stephen Morgan MP also attends once a month to liaise with the Home Office. Additionally, FWB assist with; registering children at schools, getting school uniform, registering with a doctor, referral on to other support agencies, ensuring that they have legal support for their asylum claim, and "most importantly we are there with a listening ear".



With many asylum seekers living on less than £40 per week, FWB are able to refer to Food Banks and Food Pantries locally. As a charity, FWB have supporters that donate regularly, so destitution money can be given weekly to clients who are ineligible for Government support. Travel can be paid for clients who wish to take courses, so that they're sufficiently upskilled to gain employment once they have their Leave to Remain. If ineligible for Legal Aid, or require help with the translation of legal documents, FWB can also support clients financially with a solicitor, each case is considered on an individual basis.



"We also have social engagements which our clients are invited to attend, which range from gardening, to woodworking, or walks and meeting up at the weekend for a picnic and games in the park. We are able to refer on to cooking classes and other activities available through other charities."

"We welcome everyone to our drop in, no appointment required. Refreshments are provided along with a smiling face and a welcome."



**Friends Without
Borders**

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The Happy Healing Hut

The Happy Healing Hut CIC was founded in February 2020. Lysie Smith, the Registered Manager for The BeHappy@Home service part of the organisation says "We provide- Wellbeing Workshops, Meeting Places and a Befriending Service. Our Mission is to Raise Awareness of Mental Wellbeing and Beat loneliness and Isolation".

As the Registered Manager "I oversee the running of the domiciliary part of the company which helps individuals remain in their home providing essential personal care services and enables people to get out and about and enjoy their lives with our Wellbeing Companion service."



The Happy Healing Hut are a non-profit organisation. Sarah Greenway, the Chief Executive Officer told us about the services the organisation offer. By running these services, it allows The Happy Healing Hut to put money back into local communities. "We run a weekly Meeting Place for older adults, where we have a Memory Choir and take part in accessible sport and lunch/ lots of fun! We run a weekly PPP project for Adults living with learning disabilities, wellbeing workshops. We run home care services and companionship services- BeHappy@Home."



Lysie says "People can get involved through volunteering and fundraising. We do also have career opportunities available both in our community services and BeHappy@Home Home care and companionship services."



The Happy Healing Hut have recently held their first Jubilee Wellbeing Festival. Sarah explains "This will be a yearly event to celebrate the importance of happiness and the things we enjoy as part of Mental wellbeing- 'We take Happiness Seriously'- is our strap line."

As Solent's Community Partner, Lysie said "We are delighted to be a Solent Community Partner" and "feel grateful to be a part of the fantastic community work going on in the Solent Community."

Solent COVID Vaccination & Health Inequalities Service

Within the Solent NHS Trust, Sarah Malcolm, Operational Director for the programme told us more about the Vaccination & Health Inequalities Service. The service was set-up in January 2021 to deliver mass Covid vaccinations. "We are primarily a service that offers the Evergreen, so anybody who is eligible from age 5 and above can access a Covid vaccination through us. About 14 months ago we started our roving service which is where we go out into the heart of communities and try to bring vaccine closer to some of our under represented communities to make it easier to access, but also to do education involvement and to do any kind of myth busting around the vaccination programme".



"Since January 2022 we've run 500 sessions across Hampshire and Isle of Wight and delivered just under 19,000 vaccinations. The first outreach that we did was in May 2021 and it was to a Sudanese boxing club in Portsmouth. They were concerned about their members not feeling comfortable to access a vaccination and could we do something more innovative, so we did, we did it in the middle of the boxing club in the boxing ring itself, and the community team there." Sarah goes on to say "We've really embraced having those community champions alongside us to help and they've been absolutely fantastic".



"We try to promote people to come and have a conversation as well as getting the vaccination, so people come and make an informed decision, it's based on information from our clinical teams rather than what you sometimes read on social media. The communication is as important as a vaccine for people to make a decision that is right for them as individuals, with no pressure to be vaccinated"



"I think this has made us think differently about how we offer healthcare services in the future to some of our communities, it's not about expecting our under represented communities to make the effort and the hardship of having to come out to places that are convenient for our staff, it's really about how do we get back out to the communities, engage with them and build confidence because a lot of that has dropped through Covid and how do we encourage them to access wider health and care kind of services."

Solent's Urgent Response Service

Within Solent NHS Trust, there is the Urgent Response Service in Southampton who visit people in their own homes. Sarah Garratt, the Matron for the service in Southampton told us more about the service and the team. As Matron, Sarah's work includes the clinical leadership of the Urgent Response Service.

The Urgent Response Service is an integrated health and social care service, including staff working for Solent NHS Trust and for Southampton City Council. "There's two branches of it, there's a clinical branch provided by Solent NHS Trust and a social care reablement branch which is provided by Southampton City Council." Both services work together to ensure seamless care delivery to the service users.



They're a multidisciplinary team "comprised of Nurses, Physiotherapists, Occupational Therapists, Associate Practitioners, Healthcare Support Workers, Care Coordinators and Rehab and Reablement Carers. We also have Geriatricians working with us. We see anybody over the age of 18 and can provide visits up to four times a day, depending upon the persons needs."

The clinical service visits people in their own homes who have been identified as needing support from Healthcare Professionals due to illness or injury in order to avoid going into hospital. This support maybe vital signs monitoring, urgent equipment provision, help with medication or assistance with personal care needs, and is put in place for up to a week. Onward care is arranged with other services. There are also staff based in the Emergency Department at University Hospitals Southampton who see people in the A and E department needing urgent assistance to go home safely.

The service also provides up to six weeks reablement for people who have been in hospital and need support to regain their independence and functional abilities at home. The service prides itself on being responsive and flexible according to peoples needs and providing compassionate and safe care to our service users.



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