

# Annual Report

ARCH HEALTH CIC | APRIL 2019 - MARCH 2020 | OUR STORY THIS YEAR



**“...this report is a celebration of our work providing healthcare to people experiencing homelessness in Brighton & Hove...”**

# Welcome to our annual report..

APRIL 2019-MARCH 2020



During March 2020, the last month of this financial year, we found ourselves engulfed by the early stages of the COVID-19 pandemic. This was, of course, a significant moment for the whole country. Our organisation, like many others, began the cyclical process of dismantling the service which we had developed over many years; redesigning it, adapting it, changing it, dismantling it again before redesigning it, adapting it, changing it again and so on. It seemed that we went through more organisational change in one month than we would ordinarily expect in several years.

Since then we've supported the city with some incredible innovation and collaborative work which continues to care for and protect the people who are homeless from the virus. No doubt we'll report on that separately but it felt to me more important than ever to record and celebrate with our team the work which took place throughout this whole period, remembering the pre-Covid life which is perhaps for many of us fading from memory.

So, this report is a celebration of our work providing healthcare to people experiencing homelessness in Brighton & Hove from April 2019 to March 2020. You'll read about the different aspects of provision which we deliver, hear directly from patients and staff and gain some insight into the volume of interventions which our team and close partners facilitated over these 12 months, as together we've grafted to address the vast health inequalities which exist in the city.

I'm so proud of all of our staff. We have outstanding clinicians who always go above and beyond the call of duty for our patients. Our admin and reception team have extraordinary patience, kindness and resilience and deserve every accolade they have received throughout the year. The team and strategy are supported by our Non-Executive chair Dr Anna Hiley and excellent group of

directors, many of whom are volunteers. Thanks to all of you for everything you've done throughout this year to help us drive towards our vision.

Homelessness remains an enormous challenge for our country and our city. According to Shelter the UK currently has 320,000 people living without homes including 130,000 children. Four out of every ten people who approached their local authorities for support with housing this year remained or became homeless due to a lack of available, affordable homes. This is a growing humanitarian crisis right on our doorstep.

At Arch we know the devastating impact that homelessness has on a person's physical and mental health and how that lack or failure of services to effectively meet the critical needs of individuals in moments of crisis can lead to compounding trauma from which too many never recover.

Our whole team are committed to driving forward with our strategic objectives and working with partners, commissioners and patients to transform the healthcare system for the most vulnerable and ensure the best possible care is available to them when they need it.

Thank you for your interest in our work, I trust that you'll find this report informative, uplifting and challenging and if you'd like to know more about the work we're doing please do feel free to contact us, we'd love to hear from you.

Best regards

Gary Bishop, CEO



# Arch Background

Brighton & Hove has had a specialist homeless surgery since 1998 when, in response to rising numbers of people experiencing homelessness in the city, Dr Chris Sargeant opened the pioneering health facility in the School Clinic on Morley Street. Several years later the surgery was managed by private providers who resigned and ended their involvement in February 2017. In response to this, the Arch team came together to create a service which now serves this extremely vulnerable patient population with excellent healthcare.

## What?

Our organisational vision is: 'To explore every opportunity to improve the health and well-being of people who are homeless or vulnerable.'

## Why?

Because periods of homelessness can have a devastating impact on a person's life and we believe that excellent, caring, primary healthcare can prevent long term suffering and save lives.

## How?

The organisational values are the guiding principles for decision making and help to ensure every action and interaction is in keeping with the culture set out by the team for how they believe the organisation should behave.



## Values

### Equality & Fairness

Valuing and respecting all our patients, staff and partners.



### Collaboration & Community

Working together, investing in our relationships with others.



### Excellence & Curiosity

Striving for outstanding quality of care in our services and our organisation.



### Honesty & Integrity

Being true to ourselves, our patients and our partners.



### Kindness & Humanity

Being joyful, respectful and compassionate in all our work

## Strategic Goals

At the beginning of 2020 our board established some strategic goals for our organisation and these five areas are the focus of our attention and investment for the next five years. These goals help us to test every work stream to ensure that everything we do is working towards one or more of these objectives.

### Courageous Innovation



### Outstanding Care For Patients



### Resources to thrive, grow and care



### Highly engaged and motivated team



### Research, learning and influence



# Context

The need for specialist homeless health services in Brighton & Hove is significant. According to the Faculty for Homeless Health, people experiencing homelessness are 34 times more likely to have tuberculosis, 50 times more likely to have Hepatitis C, 12 times more likely to have epilepsy, six times more likely to have heart disease, and five times more likely to have a stroke. Clearly, homelessness has a huge impact on the physical health of the individual. Furthermore, recent research by Homeless Link showed that in addition to physical health problems, 86% of individuals who are homeless have mental health problems, 39% take drugs or are recovering from a drug problem and 27% have, or are recovering from, an alcohol problem.

The combination of physical and mental ill-health, drug/alcohol misuse and the lack of secure accommodation creates a level of complexity that results in people experiencing homelessness accessing acute healthcare services disproportionately. E.g. people experiencing homelessness attend A&E six times more often, are admitted to hospital four times more often and stay in hospital three times longer than non-homeless people (Faculty for Homeless Health). The combination of extremes of poor health and difficulty engaging in healthcare services has deadly results: the average age of death for a man who is homeless in the UK is 45 and for a woman who is homeless it is 43 (ONS 2018). These national statistics are reflected in the current figures for Brighton & Hove where last year 38 people died while homeless (Arch patient data) - these deaths were largely preventable.

However, even where excellent services exist, the needs of people experiencing homelessness are not well met (Advisory Council on the Misuse of Drugs, 2019). This is because the time needed to address their health issues (the severity of need can make for slow progress) means that people experiencing homelessness can get 'lost' in the system, or at the transition points between services. This is true in Brighton & Hove, despite the steps taken to improve homeless healthcare. Our team report feedback from people experiencing homelessness that whilst individual services are of a very high standard and the staff have a caring, non-judgemental attitudes, the overall local health service is complex and very difficult to navigate.

In Brighton & Hove, the 'rough-sleeper count' took place overnight on Tuesday 12 into Wednesday 13 November 2019 and the number of people found was 88. This shows a rise from 64 people in the previous year, up by 24 people (34 per cent), but this is just the tip of the iceberg. There are also over 700 bedspaces available for single people experiencing homelessness in the city including night shelters, hostels and supported accommodation plus an additional 1700 in emergency and temporary accommodation facilities.

Arch is working to support individual patients to access their care on a daily basis but also working with partners to make constant improvement to the excellent support systems which are available in the city.

**“... people experiencing homelessness are 34 times more likely to have tuberculosis, 50 times more likely to have Hepatitis C... in addition... 86% of individuals who are homeless have mental health problems...”**





# Arch Healthcare

Arch Healthcare is a special kind of surgery which actively seeks out opportunities to support the most vulnerable people in the city. The environment is warm and welcoming with lots of same-day appointments available every day to ensure those with urgent needs can see a clinician quickly. We have a relatively small number of registered patients many of whom are known to staff by their first name. Our reception team are often praised by patients for their kind and welcoming manner; we are very aware that the way we make people feel in the waiting room has a direct impact on what happens in the consulting room.

We register between 12 and 20 new patients each week and deduct a similar amount. Our patients are all either: street homeless, living in emergency accommodation, living in a van, a traveller, sofa surfing or living in a hostel. Many have multiple and compound needs which require specialist care and attention which we endeavour to provide with every interaction. Whilst there is a lot of transience, we have many patients who have been with us for a long time. Of course, sometimes patients become very unwell or die unexpectedly and those experiences are tough for the whole team. Each month at our practice meeting we pause to remember any patients who have lost their lives and each year we hold a remembrance event to acknowledge their passing. Every member of staff at Arch has access to regular counselling to help them to process their own emotions and stay healthy through the challenges for working in a service like ours.

Arch Healthcare is a challenging but incredibly fulfilling place to work, the team are amazing and provide excellent care, whilst supporting each other when things don't go to plan and celebrating the many successes when patients find a positive ways forward in their lives.



**“Arch Healthcare is a special kind of surgery which actively seeks out opportunities to support the most vulnerable...”**



# Hospital Inreach

The hospital inreach team consists of a GP and an advocacy worker from Arch and a nurse from Sussex Community Foundation Trust (SCFT). This small team worked together to support around 450 patients experiencing homelessness who found themselves in the Royal Sussex County Hospital this year, providing additional support during their stay and finding them a place they can call home when they are discharged.

Patients are suffering from a wide range of conditions such as Vascular issues (groin abscesses, DVT's) which often result in amputations. Osteomyelitis, endocarditis (infections of the bone and heart). Uncontrolled diabetes. Overdoses. Liver failure. Ascites. Infections of the skin (cellulitis/staphylococcus) and pneumonia.

The aim of our team is to improve health outcomes by supporting patients to stay in hospital for the duration of the required treatment (including starting them on substitute prescribing and alcohol detox when admitted), managing the time of their discharge, registering them with a GP if needed, liaising with housing services to ensure no-one is discharged onto the streets, making referrals to services like Adult Social Care, Integrated Nursing Team, Justlife and the substance misuse service who all help support people once they are discharged back to the community.

**“This small team worked together to support around 450 patients who are homeless who found themselves in the Royal Sussex County Hospital this year.”**

## Davina\*

Davina (not pictured in this report) is 45 years of age and she came into the hospital with uncontrolled diabetes and vascular issues due to previous IV drug use, sadly these resulted in an amputation. We assessed her and she reported that she had been sofa-surfing and would not be able to return to her accommodation, nor to her job as a cab driver.

We introduced her to the substance misuse service who started her on methadone whilst in hospital; we helped her apply for benefits, completed her housing application for her and once discharged we referred her to the Health Engagement Team at Justlife. Her Justlife worker Nathan then supported her to manage in emergency accommodation and accompanied her to her prosthetic appointments. Davina is now in independent/long-term accommodation away from homelessness and is mobilising without a wheelchair. She has not used drugs since discharge.

She says “without your support I would have no home, no income, no support worker, possibly still be using drugs and maybe still be in a wheelchair.”

\*Name changed to protect identity.





# Health Engagement

The Justlife Health Engagement Team are commissioned by Arch to work with a variety of people experiencing homelessness who have specific health needs. The team of 5 staff work proactively and play a valuable role in enabling patients to obtain and maintain suitable accommodation and access all manner of health and community services. Their intensive work is vital as they support around 70 people at a time to build their confidence, take ownership of their situation, improve their health and engage positively with the wider community

Every day, the team are found out in the community helping the most vulnerable people who are homeless to attend health appointments, manage substance misuse and mental ill-health, ensuring patients are on the right benefits and supporting applications, assisting them with frequent changes to their accommodation status and advocating to find more suitable long-term accommodation. The Health Engagement team have a weekly case meeting with the Arch Nurse Director to ensure every opportunity is being taken to improve the health and wellbeing of the individual across the service.



## Oscar\*

Oscar (not pictured in this report) was referred to us at a time when he was extremely vulnerable. He was dependent on his mobility scooter due to needing a hip replacement, he has a learning disability, bipolar disorder and other complex health issues. He was placed in emergency accommodation where his room was on the first floor, up a flight of stairs that he could not get up or down. He also couldn't access the shower or toilet because they were not suitable for people with physical disabilities.

We worked with the outreach team at Arch, as well as social services and other community services to support his needs as best as possible at home, this included getting him a commode, food deliveries and daily carers. Eventually we were able to get him placed in a 24/7 specialist care home where he feels safe.

Oscar has recently organised a bake sale for Macmillan!

\*Name changed to protect identity.

## Statistics

### Improved wellbeing

616

Physical/Mental Health appointments arranged or attended by a worker

111

SMS appointments arranged or attended by a worker

### Improved housing and financial opportunities

26

people moving into more suitable accommodation

148

housing related appointments arranged or attended by worker

139

people have received money management support, inc. bank accounts, IDs

### Improved social capital

40

people referred to and/or engaging with other support service

**We worked with 156 patients in 2019-2020.**



# City Wide Leadership

## Conference

On November 20th 2019 Arch, in partnership with the Frontline Network, hosted the second Homelessness and Health Conference in Brighton & Hove.

Over 130 people who are closely involved in supporting people experiencing homelessness packed into the Clarendon Conference Centre to soak up content delivered by our own Arch clinicians, local experts and visiting speakers. The timetable included keynote sessions and seminars to help workers support people in their mental health, trauma, physical health, substance misuse and many other relevant areas.

Approximately 60 different organisations were represented at the conference and the delegates, who all attended for free, were treated to an excellent lunch and had lots of opportunities to meet and mix with colleagues from other services.

This event was a real highlight of the Arch 2019-20 calendar with so many services gathered in one place with great energy, kindness and purpose. It really was an unforgettable experience.



**“60 different organisations were represented at the conference.”**

## Remembrance

Every year, despite all of our best efforts, some people who are experiencing homelessness in our city die. Most often those who die are young and have faced great struggles, loneliness, trauma and hardship throughout their short lives.

In February 2020 Arch hosted the annual Remembrance event at the Friends Meeting House on Ship Street.

We believe it is important to acknowledge those we have lost and with dignity mark their lives and their passing. The event also reminds us of the tragic consequences of homelessness for so many people, not just in Brighton & Hove but across the country.

Around 60 people attended the non-religious, reflective occasion including bereaved friends, frontline workers, other people who are homeless and members of the public. All people whose lives have been touched in some way by the 38 people whose names were read out in the most poignant and moving moment of the event.





# Student Opportunities

During this year our hospital inreach team taught all the 4th year medical students at Brighton & Sussex Medical School about the importance of planning the discharge of people experiencing homelessness and making sure that people are not discharged to the streets. We also hosted medical, nursing, OT, physio and social work students who shadowed the team at the hospital to learn how the process works in practice.

Additionally, during the year we hosted 2 4th year students on 10 GP placements and 1 5th year student for a month on their senior GP placement.

Students generally appreciate being part of a small team, experiencing the friendly atmosphere and seeing how we assess and manage complex patients with Trimorbidity (mental, physical, and dependence issues). They often comment on how the patients seem to feel comfortable discussing these issues with people who they trust and who know them well, as well as how the reception team at Arch also know patients well and try hard to help them as much as possible, before they get to see or speak to the clinical team.

Students often notice the way in which patients are treated as individuals, with a non-judgemental attitude and are surprised by the differences and similarities of those who have recently become homeless and those who have been in their situation for a long time.

Community visits and outreach give students the unique opportunity to see the various hostels and temporary accommodation units in the city. This outreach gives us the opportunity to demonstrate the high volume of people we see, the variety of interventions which we have and the number of different aspects of their health we cover in a short space of time.

Student research projects were also undertaken on the following subjects:

- A 4th year medical student project involved conducting a service evaluation of the in-reach team to the hospital and how it is judged by those in it and working alongside it.
- A Master's project on the Multi-agency homeless health meeting (MAHMM) and how this has helped communication between agencies in the city.

**“Students often notice the way in which patients are treated as individuals, with a non-judgemental attitude and are surprised by the differences and similarities of those who have recently become homeless and those who have been in their situation for a long time.”**





# A day in the life of..

## Katie Carter. Advocacy and discharge coordinator



Every day in my role can be very different depending on who we have in and what complexities are going on, but generally we start the day with a team handover where we discuss the patients we already have in and what the plans are to support them and manage the discharge. We then discuss new referrals; what we know about them so far, and then arrange who will assess them. We do a ward round which includes A&E and offer support to patients and guidance to the staff on the ward whilst continually liaising with community services about our patient's upcoming discharges and what needs to be put in place. We work closely with ward staff, the Housing department, Substance Misuse Service (Change Grow Live), Justlife and other charities, Local GP surgeries, Community nurses, Homeless Mental Health Team and Adult Social Care to ensure the discharges are as safe as possible and put appropriate support in place to when they came in, to keep them well. We provide practical solutions to help our patients in and out of hospital like providing TV at their bedside, clothes, mobile phones, Bus passes, taxi's and books/newspapers.

In our team I particularly focus on housing and advocating for all patients to be placed in accommodation on discharge. This involves applications and case work to supply evidence and guidance as to why we believe a patient should have accommodation to stay well. I will also take the patient to the council to advocate for placements that are most suitable for their needs and then take them to the accommodation to settle them in. Referrals are made to appropriate agencies for on-going support in the community. I am also involved in training new medical staff within the trust alongside the rest of team. We teach new medical students and nursing staff about homelessness and things to consider when they are looking after patients who are homeless.

## Dr Tim Worthley, Clinical Lead, Arch Healthcare



The joy of my job means that my days are a mix of clinical work with patients, meetings with the team and meeting with many brilliant people and agencies across the city. My day starts with a brisk 45-minute cycle ride along the sea to be at my desk around 6.30am. On a 'purely' clinical day I will see or speak to approximately 30 patients - a mix of 'walk-ins', pre booked appointments and telephone consultations. Around the appointments I will process all the patient related admin that crops up daily; blood test results, clinic letters, reception and clinical team queries, referral and housing letters and approximately 40 prescription requests (more on a Monday!) Tea and coffee help to sustain me throughout the day, and I grab a quick sandwich whilst doing my admin tasks. There's usually some chocolate to be found as well.

Often my afternoons will be taken up with the other aspects of my job such as clinical team meetings, exec meetings, strategy planning for clinical delivery, safeguarding reports in my role as safeguarding lead and co-chairing the Multi-Agency Homeless Healthcare Meeting where we come up with a joined-up approach to helping those most in need of our care. Then there's always time for more emails and telephone consultations before the cycle home at 6-6.30pm. I am incredibly lucky to work with such a dedicated and lovely team. We look after each other, and each person plays a vital role at Arch.

## Ella. Health Engagement Worker, Justlife



As a health engagement worker for Justlife I support people experiencing homelessness with complex physical and mental health needs to access and engage with health services. We work holistically and I often find myself helping with housing or benefit issues, as well as helping individuals to engage in the community. Our aim is to make the experience of homelessness as short, safe and healthy as possible.

On an average day (if there is such a thing) I would expect to meet a patient at their accommodation, which is probably an emergency housing placement and support them to attend a medical appointment which will mean a walk or bus ride for most. This gives me a nice opportunity to check in with the person, find out how they are doing and see what we can do to help further. After this I will usually have a meeting, for example with the nurse practitioner at Arch to discuss complex cases, or perhaps in a multi-agency setting to formulate a plan for a person who we are worried about. Following the meeting there will be actions to follow up, calls to make to other services and check in with new or existing patients from my case load. I often find myself walking around Brighton, whatever the weather, or sitting on the bus typing up notes on our system on my phone, documenting what I have just done.





# Stats and Data

APRIL 2019-MARCH 2020



Period	Patients seen	Appointments	Average no. of times patient seen
2019-20	1,457	13,195	9.1
Apr-Jun	840	3,176	3.8
Jul-Sep	877	3,326	3.8
Oct-Dec	882	3,388	3.8
Jan-Mar	853	3,305	3.9

# Patient Feedback

The staff are respectful, helpful and I find them really understanding. // All the staff are excellent, always willing to go the extra mile. // Very kind and caring. // I like the friendly attitude. // The reception staff should be friendly to the patient, welcome them and show compassion Polite and calm. // They are very polite and welcoming and give you a reassuring mindset. // Always very helpful and will help you the best they can. // Always smiley, friendly and as helpful as can be. // You're all great. // Everyone in this surgery is very welcoming and understanding, helpful and kind and very generous with their time with me. I am grateful for making me feel not discriminated against too. // Very impressive multi-disciplinary team, excellent individuals. // The staff are all polite and helpful. // Just joined the surgery, I think it is better than the one I used in London // There's good care and supporting crew. // Very welcoming and friendly, no difficulty making appointments and issues are resolved and are very kind and helpful. // Arch is very helpful for those that are homeless. // I've always found all staff to be polite and helpful in all areas. // The staff are polite and welcoming. // Excellent service, always been satisfied. // Staff so accommodating, helpful, polite and discreet. // Very good and polite. // It's all good that the service is working. // As a homeless man that comes in once a month the service is very good. Thank you. // I'll be leaving the surgery soon and would like to thank you all for all the time and support and help you've provided to me whilst I've been a patient at Arch. // Thank you very much, great service. // Thank you so much, I'm now on a roll to life. // It is clean, it is organised, it is good, it is brilliant. // Just keep going, this surgery is and has been a great help to everyone Thanks for doing what you're doing. // I am very pleased with the service I get. // Every time is a positive result in my experience. Thanks. // I had a stroke this year and staff have been so helpful to me, my partner and family. Thank you. // You are the best. I appreciate you forever. // Always friendly, helpful and supportive. This surgery is great and really supportive for people in need. // Staff are excellent, very caring and helpful. I have no negative comments to make at all. Considering some of the clients, you do an outstanding job. // I have been so much happier since transferring here. // I have no complaints about any of the staff. I think they're the best staff I've ever had. // Amazing and so understanding. Helped me change my life for the better! Thank you!







# Details

**Contact details:**

Registered Office: School Clinic, Morley Street, Brighton, BN2 9DH

**Company Numbers:**

Community Interest Company Number: 09989518

**Company website:**

[www.archhealthcic.uk](http://www.archhealthcic.uk)

**Bank Name & Address:**

Coop Bank, Delf House, Southway, Skelmersdale, WN8 6NY

**Auditors Name:**

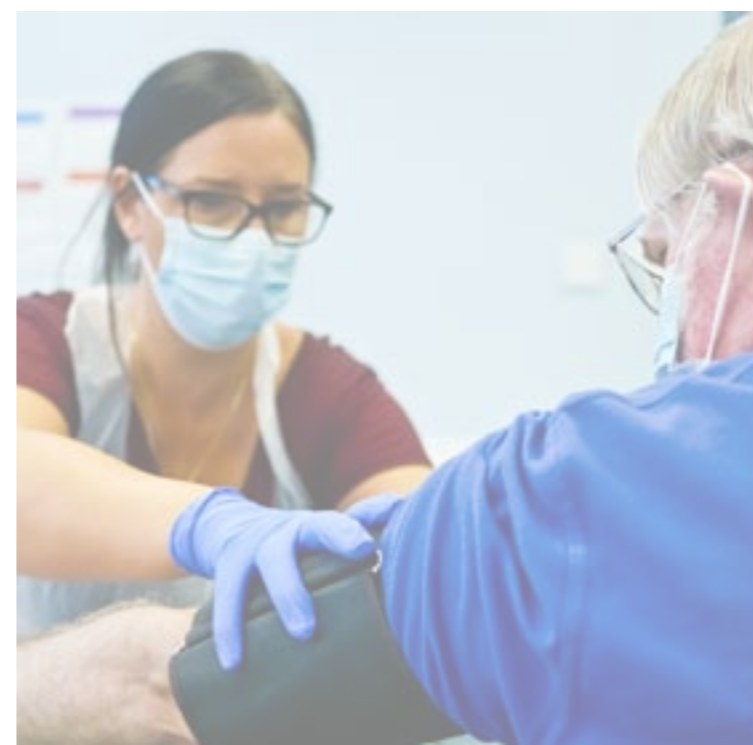
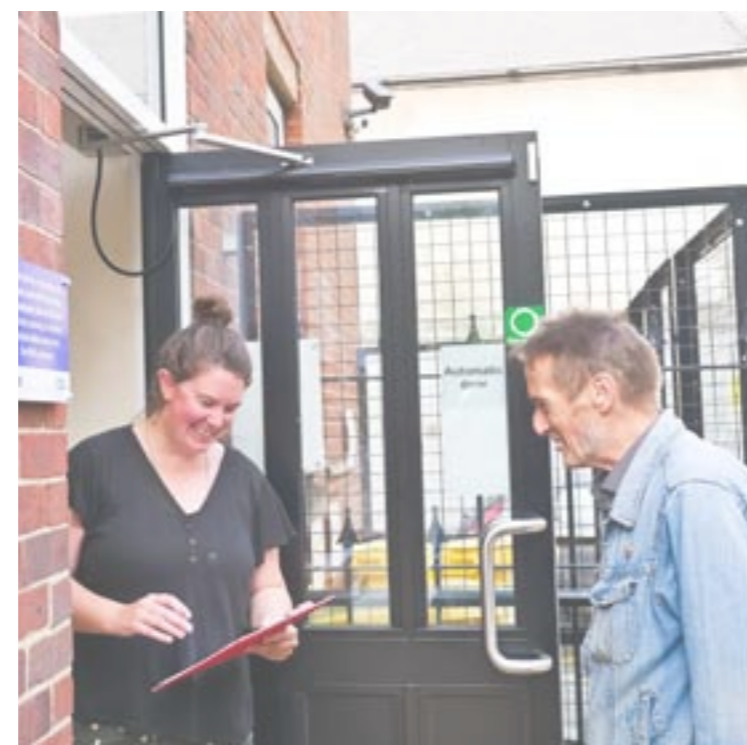
Mayfield & Co, 2 Merus Court, Meridian Business Park, Leicester, LE19 1RJ

**Non-Executive Directors:**

Dr Anna Hiley (Chair)  
Dr James Annis  
Geraldine Hoban  
Leilla Powell  
Phil Baldwin (Resigned Nov 2019)  
Bobby Dhol (Appointed Oct 2020)

**Executive Directors:**

Dr Chris Sargeant  
Dr Tim Worthley  
Fliss Purchase (Co. Sec)  
Gary Bishop (CEO)  
Hannah Bishop  
Dr Natalie Lewin (Appointed Oct 2020)



**Photography and case study note:**

No photos of patients in this report are related to case studies featured or patient stories discussed.



**Exploring every  
opportunity to  
improve the health  
and well-being of  
people who are  
homeless or  
vulnerable.**

