



Step by Step Consultation Project

Part of Healthwatch Week 2014

Executive Summary

- Consultation with homeless young people aged 16 - 25.
- The project involved approximately 50 participants.
- Feedback received through feedback forms & consultation workshop.
- Services identified as having highest importance to the group were Drug and Alcohol Services, Community Mental Health Teams, Child and Adolescent Mental Health Service (CAMHS) and Accident and Emergency Services.
- Services identified by the group as needing improvement were Community Mental Health Teams, CAMHS and Accident and Emergency Services. This was primarily due to long waiting times, complex referral processes & 'being treated like children'. Drug and Alcohol Services received very positive feedback.
- The project identified a number of barriers for young homeless people accessing services including finances, addiction, lack of confidence and lack of access to information and advice.
- The project identified potential solutions to these barriers including improved access to counselling, support in staying away from addictive environments, family mediation services, improved patient transport and more financial support.

Step by Step

Step by Step (SbS), previously known as Emmaus Projects, was founded in 1992 with the objective of empowering young homeless and those facing adversity across Surrey, Hampshire and the surrounding area. They accommodate 16-25 year olds but drop-in services are also available for 11-25 year olds.

They offer free drop-in support and advice services for young people, together with a structured, progressive accommodation service including access to emergency shelter accommodation with support available 24/7 for those with a high level of needs.

Single rooms and semi-independent flats are offered within Foyer buildings in Aldershot and Havant together with supported community flats throughout the locality.

The charity also offer one-to-one support, training to build skills and confidence towards independent living, an Education and Employment training programme, counselling services and a Family Mediation service aimed at reducing the number of young people who become homeless, by focusing on relationships and communication. They also provide Drug and Alcohol Services and supported lodgings placements within the local community.

Step by Step empowers homeless young people and those facing adversity to achieve their full potential through all of these services.



The project

Aims

- To inform young people of the aims of Healthwatch Hampshire.
- Highlight the importance of sharing feedback with an organisation that can influence and make a difference to their local health and social care services.
- Involve young people in local decision making processes and engage them with local services.
- Collect feedback from the young people on their local health and social care services.
- Recruit volunteers (Healthwatch Champions) to spread the word of Healthwatch within Step by Step and the local community and encourage people to give more feedback.
- Build a long-lasting relationship with the organisation so that consultation can continue in the future when SbS begin their Healthy Conversations Project in June 2014

Stage One - Feedback via 'Speak Out' Forms

All clients at Step-by-Step have key-working sessions led by their Support Worker. It was agreed that these sessions would be used to complete Speak Out forms at both the Aldershot and Havant foyers.

There are approximately 30 clients in Aldershot and 40 in Havant. Participation was incentivised with a prize draw to win a £25 voucher for 'Love2Shop' (suggested by SbS as it can be used at many different stores).

Information packs containing a covering letter, guidance notes, speak out forms, prize draw entry forms and promotional materials, to encourage further future participation, were sent to both foyers by end of February with instructions to return feedback by Friday 21st March at the latest.

Stage Two - Consultation workshop

A two hour consultation/feedback workshop with a small group at SbS in Aldershot was held as part of Healthwatch Week on Thursday 3rd April 2014. This was planned with the Training Co-ordinators at SbS and was intended to encourage feedback on local services by identifying which services the young people felt were most important to them and using a series of case-studies to aid responses about those services. This engaging and creative workshop was attended by 10 vulnerable young people (up to the age of 25) who had experienced varying levels of homelessness.

Stage Three - Evaluation & Sustainability

This report will evaluate feedback received and the effectiveness of the project. It will be shared with SbS and feedback received from Speak Out Forms will be included on the Healthwatch information database (CRM). SbS have recently received 'Healthy Conversations' funding (<http://foyer.net/what-we-do/projects-initiatives/healthy-conversations/>) and would like to maintain a relationship with Healthwatch to support their future work. I have also provided SbS with promotional materials and Speak Out Forms that are now displayed in both foyers.

Stage One Analysis

In total 51 Speak Out forms were returned - 24 from Aldershot and 27 from Havant. From the 27 forms returned from Havant only 19 contained enough information to be entered in to our database. Therefore a total of 43 Speak Out forms were entered into the Healthwatch database.

Stage Two Analysis

A two hour workshop was held on Thursday 3rd April at Step by Step in Aldershot. The session was attended by 10 clients aged 16-25. The workshop was split into four activities which are evaluated below:



Target



The group were asked place a series of cards, each containing a different health and social care service, onto a target in order of importance to a typical SbS client. Notes were then placed around each card containing individual feedback on services. A selection of comments and results can be seen in the table below (positive comments are marked in green, negative in red)

Importance	Service	Comments / Feedback
High Importance	Drug & Alcohol Services	<ul style="list-style-type: none"> Very good, helped me with controlling my alcohol use Supported me and didn't judge me for taking drugs
	Community Mental Health Teams	<ul style="list-style-type: none"> I've been passed to several different people and never been seen by the same person
	CAHMS	<ul style="list-style-type: none"> They help me with my depression and anger They will only get involved if things are really bad Patronising but understanding Haven't received support until things were too bad
	Accident & Emergency	<ul style="list-style-type: none"> Frimley Park made me wait for ages before being seen after an overdose I had to wait for 9½ hours to be seen with a broken foot
	GPs	<ul style="list-style-type: none"> I was seen straight away Good, helped with medication I felt lectured by my GP about my drug use
	Health Centre	<ul style="list-style-type: none"> Local, so easy to get to Receptionists are too nosey
	Suicide & Self Harm Support Services	<ul style="list-style-type: none"> The helpline helped me out at the last moment
	Pharmacies	<ul style="list-style-type: none"> Quick service They demanded proof of benefits to get my prescription
	Hospital Services (excluding A&E)	<ul style="list-style-type: none"> Good service and support although an on-call doctor told me to get public transport instead of an ambulance even though I was in a lot of pain



Low Importance	Ambulance Services	
	Dentist	<ul style="list-style-type: none"> • Scared of Dentist, painful • Interested more in money than treatment
	Social Care Services	<ul style="list-style-type: none"> • Good - always help even when they don't need to
	Optician	
	Health Visitors	<ul style="list-style-type: none"> • Good because they visit you at home sometimes

Case Studies



Each group was provided with a case study (See Appendix 1) mounted on a large piece of card. The group were asked to consider which health and social care services the person in the case study is accessing and which additional services they might require. Once the services were identified the group were asked to identify the barriers that are stopping the person from accessing the services they require (i.e. Substance misuse, mental health problems, finances, location). They were also asked to consider the invisible barriers that can't be seen but might be present (i.e. literacy, language, previous negative experiences). The purpose of the activity was to increase awareness of the services available and to encourage further thought on how barriers to accessing services can be overcome. The finished outcomes of this work are available in Appendix 2.

Patient Pathway



The previous activity identified a number of barriers to accessing health and social care services. The aim of this activity was to get the group to develop some possible solutions to these barriers. The barriers were placed along a 'patient pathway'. As individuals they discussed some potential solutions and placed them on the path in front of the relevant barrier. The results of this activity can be seen in the table overleaf:



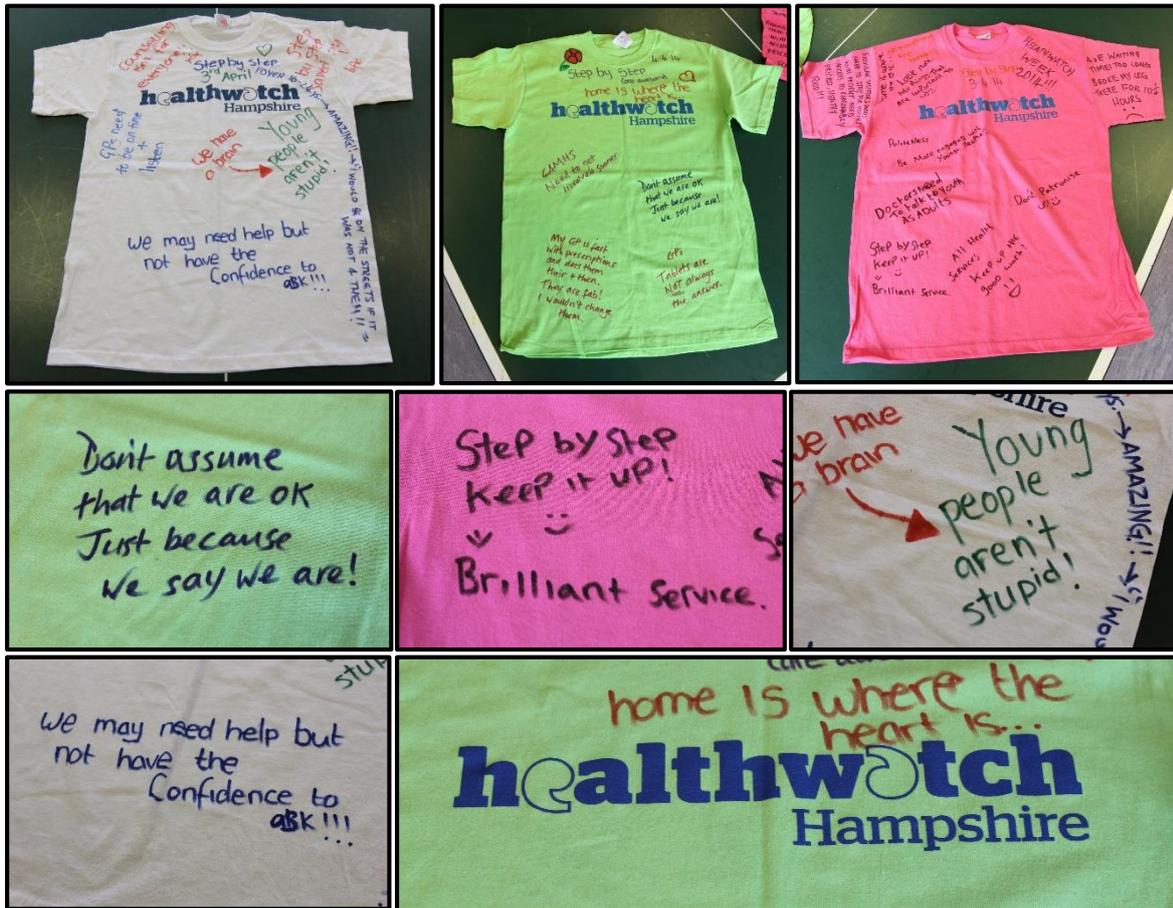
Barrier to accessing services	Potential Solution
Lack of confidence and self-esteem	<ul style="list-style-type: none"> • Improved access to counselling • Do more things you enjoy - boost confidence • Involvement in team sports • More access to places where you can make friends
Addiction and substance misuse	<ul style="list-style-type: none"> • Provision of Alcoholics Anonymous (AA) and Drugs Anonymous (DA) services • GPs should be able to give good advice • Support in staying away from an addictive environment • Transport to access services • Mentors/Sponsors (recovering addicts) to help with support
Unfamiliar with the area	<ul style="list-style-type: none"> • Maps of local area with services marked on them • Volunteer in local area to get to know people and places
Always treated like a child	<ul style="list-style-type: none"> • Professionals need to stop over simplifying everything (could be done through training) • Family mediation so the whole family understand what you are going through
Lack of access to information and advice	<ul style="list-style-type: none"> • Access to the internet • Library services • Citizens Advice Bureau • Youth Aims Services (provided by SbS) • More awareness through advertisements and leaflets
Lack of finances	<ul style="list-style-type: none"> • More information about financial support and benefits • Hospital patient transport • Better support in finding work

The session finished with a discussion about volunteering and the opportunities available through Healthwatch. Two champions were recruited from the group and one professional from Step by Step has also agreed to be a Champion and point of contact for future work with the charity. The group were also asked if there were any final comments they would like to make to commissioners of services. These were written down on T-shirts which we have since been able to display at events for commissioners to see. A selection of the comments are included below:

- A&E waiting times are too long, I broke my leg and was there for 10½ hours
- Look into things that are important to us.
- Regular visitors to hospital who have to stay for hours need access to reasonably priced healthy food!
- Professionals need to be more engaged with young people.
- Doctors need to talk to youths as adults.
- Don't patronise us.
- Step by Step keep it up - brilliant service.
- All health services, keep up the good work.
- Counselling isn't for everyone.
- Step by Step saved my life.
- I would be on the streets if it was not for Step by Step.
- GPs need to be on time and listen.
- More information is needed.
- CAMHS need to get involved sooner.
- GPs - Tablets are not always the answer.
- My GP is fast with prescriptions and does them there and then, they are fab! I wouldn't change them.



Other comments for commissioners included:



Key Contacts

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Step by Step Consultation Workshop, April 3rd 2014

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