

Public Health Outreach Team Insight Snapshots 2023

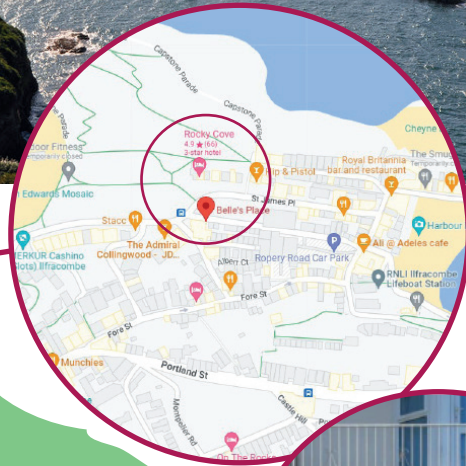
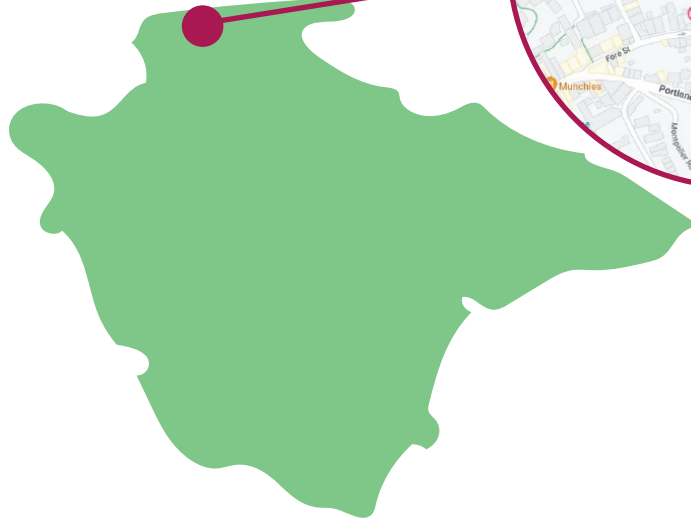
#1 ILFRACOMBE



PROJECT: BELLE'S PLACE

“

This is a key service for health inclusion groups in Ilfracombe which should be supported ...”



IN A NUTSHELL...

Belle's Place is a community hub in Ilfracombe, North Devon. Initially set up in 1997 as a safe space for young people, it has developed into a community hub providing support to a range of people. It was established as a CIC in 2015 under its current name.

Belle's Place is a high-profile project, especially targeting people experiencing homelessness, rough sleepers and those with problems arising from drug and alcohol misuse. Initially the Outreach Team's work aimed to increase the level of Covid vaccinations in these groups who were very reluctant to engage at the start of the project. Over 12 months working alongside key community staff and health sector partners in the VCSE, the Outreach Team has now vaccinated 90% of the 250 people using Belle's Place and has brokered an involvement with health services which are now providing services directly into this location.

NEEDS, GAPS AND BARRIERS

- Lack of trust of service providers by those who use Belle's Place, their fear of being judged and scepticism that any service or vaccination would really help them.
- Lack of engagement by health service providers and lack of outreach policies and systems in these provider organisations to enable them to engage.
- Lack of funding to maintain the level of service the community would like to provide.

COMMUNITY VISION – WHAT ARE THEY TRYING TO ACHIEVE?

- By building up the trust levels, ensuring no judgments are made and being supportive, people who come to Belle's Place will feel that it is safe to engage and trust others.
- Bring people who come to Belle's Place to the point where they feel confident to engage with health care providers.

ROLE OF THE PUBLIC HEALTH OUTREACH TEAM

Following the initial meeting with the community provider in July 2021, the Outreach Team started building relationships with the cohort of people attending Belle's Place, by piggybacking on the screening the Hep C Trust were offering at the time. The Outreach Team began the vaccination process with a monthly clinic in December 2021 and it was agreed that the Outreach Team would support Belle's Place going forward by:

- Becoming a trusted face in Belle's Place through attending the venue very regularly
- Building on the growing willingness of the people who attend Belle's Place to be vaccinated for Covid and introduce other vaccinations e.g. flu
- Acting as broker to bring in other health services into Belle's Place e.g. oral health, sexual health

ACHIEVEMENTS AND IMPACT

Of the 250 people attending Belle's Place, 90% are now vaccinated

Noticeable change in attitude towards vaccinations and other areas of healthcare amongst the cohort of people attending the location

A fortnightly 'drop in' is now established with the Outreach Team's help for the people who use Belle's Place, to have blood pressure, blood glucose and blood tests carried out. From January 2023 a paramedic or nurse from the local surgery will attend on a fortnightly basis – with a GP in attendance once a month

The community provider, Carol Parkin, in Belle's Place, has been helped by the work of the Outreach Team to build her own relationships now with public agency providers in order that new services, e.g. a needle exchange, can be set up

RECOMMENDATIONS FOR COMMISSIONERS

This is a key service for health inclusion groups in Ilfracombe which should be supported to develop new services, e.g. needle exchange, over the coming 12 months 23/24. The community provider has welcomed the involvement of the Outreach Team in building links with services which hitherto did not visit the location. Public health service providers in the area should be encouraged to continue to provide outreach into Belle's Place. The community provider would welcome involvement with commissioners earlier in the commissioning process – as a partner at the planning stages of public health provision.

Community Support by John Thornton of Devon Public Health Outreach Team. Snapshot Designed by Devon Communities Together.



Belle's Place, Ilfracombe