



**HEALTH AND WELLBEING BOARD**  
**DATE 17<sup>th</sup> March 2022**

# ITEM 08

Report sponsor: Steve Studham, Chair,  
Healthwatch Derby

Report author: James Moore, CEO,  
Healthwatch Derby

## **Healthwatch Derby Report -Experiences of health and social care services for people who are homeless or living in temporary accommodation - 2021**

### **Purpose**

- 1.1 The purpose of this report is to provide the Health and Wellbeing Board (HWB) with an overview of the Healthwatch Derby report of the experiences of health and social care services for people who are homeless or living in temporary accommodation - 2021

### **Recommendation**

- 2.1 To consider and note the contents of this report.

### **Reason**

- 3.1 To ensure that the HWB is aware of the report and its findings which supports the HWB in its role in improving the health and wellbeing of the local population and reducing health inequalities.

### **Supporting information**

- 4.1 In the winter of 2019, Healthwatch Derby and Derbyshire conducted a joint project around the experiences of health and social care of people who are homeless or living in temporary accommodation. Due to the global pandemic and subsequent changes in services, the report was delayed and upon completion of this report there had been many changes within the health and social care
- 4.2 In the Spring of 2021 the Public Health team at Derby City Council contacted Healthwatch Derby to discuss homelessness in Derby City. There were a few areas of change that the team were interested in gaining insight to from the public, which were:
  - GP,
  - Dental,
  - Substance Misuse,
  - Mental Health
  - Hospital Discharge.

- 4.3 GP - most of respondents were registered with a GP and around 50% had used a GP within the year-The overall service and support offered was deemed good, but improvements could be made to access and waiting times

Dental – less than a third had said they used a Dentist. The sentiment was split about whether the service met their needs. The overall service was good, but improvements could be made around the changing or cancelling of appointment times. There appeared to be general confusion around the dental services provided.

Substance Misuse - under a third of respondents have used a drug or alcohol service within the past year, and these are split quite evenly over several providers. The sentiment was split about whether the service met their needs. The support and overall service received was good, but improvements could be made around face-to-face appointments.

Mental Health -approximately a fifth of respondents used a mental health service, split quite evenly over several providers located within Derby. Just over 50% of respondents did not feel that the service met their needs. There were individual comments left regarding what worked well, however over half of the comments around improvements were about waiting times and number of appointments.

Hospital Discharge - a third of respondents have been discharged from hospital within the past year and three quarters of these were from Derby Royal Hospital. Most respondents had felt ready to be discharged, and that it had been clearly explained to them. However, the majority of respondents did not feel that they had appropriate support arranged for them before they left.

- 4.4 Awareness has been raised across the services and responses received from the Senior Commissioning Manager – Primary Care Dental Services (East) NHS England and NHS Improvement Midlands and Area Service Manager for Substance Misuse Derbyshire Healthcare NHS Foundation Trust

## **Public/stakeholder engagement**

- 5.1 Healthwatch Derby created an on-line survey which the local Homeless liaison Forum agreed to support clients to help complete. Paper versions of the survey were also made available. Through the Homeless Liaison Forum, this survey was sent to over 50 organisations.

## **Other options**

- 6.1 None considered.

## **Financial and value for money issues**

- 7.1 None.

## Legal implications

8.1 None.

## Climate implications

9.1 None.

## Other significant implications

10.1 None.

This report has been approved by the following people:

Role	Name	Date of sign-off
Legal Finance Service Director(s) Report sponsor(s) Other(s)	James Moore, CEO/ Steve Studham, Chair, Healthwatch Derby	
Background papers:	Healthwatch Derby --Experiences of health and social care services for people who are homeless or living in temporary accommodation - 2021 (attached)	
List of appendices:		