

Working with keyworkers to improve homeless health

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Background

“The priorities of the homeless in their daily life altered the importance they attached to their health and well-being and therefore their healthcare seeking behaviour. When they had fewest resources (shelter, money, food) they frequently neglected themselves until crisis point” (Rae and Rees 2015)



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Participant comments

- “When people are homeless they don't really want to see doctors. It's only if they're really bad. Then they go to hospital” (Rae and Rees 2015).
- “I had blood poisoning ... and blood clots in my leg and I actually walked around for ... a week and a half because I didn't know what to do.” (O'Carroll, & Wainwright 2019) .
- “I haven't done any other sort of sexual examinations, which I know I should do. And I probably will, now I've been put in a hostel” (Rae and Rees 2015).



Barriers to Health seeking/inclusion among Irish homeless population (O'Reilly et al 2013)

–Previous Negative Experiences	79%
–Service(s) not open when needed	42%
–No Medical Card	41%
–Too Expensive/Cost	36%
–Long waiting	23%
–Can't get required treatment	13%
–Other Things more Important	12%
–Difficulty getting a GP	10%
–Not legally resident	4%
–Other	27%

Keyworkers and Healthcare

When formalised health care services seem inaccessible and Healthcare practitioners have difficulty accessing these 'hard to reach' populations for health promotion/early intervention, keyworkers are often the:

- First responders
- Health assessors
- Referrers
- Advocates
- Brokers/negotiators
- Health promoters

Keyworkers

- Keyworkers/case managers/case workers usually have no health professional qualifications and typically receive little specific training for their work.
- Role is open to interpretation, defined in terms of several functions, including establishing a working relationship with the client, drawing up and monitoring individual care plans, maintaining records, and ensuring support is in place
- Level of engagement in health care assessment and provision? Scope becoming increasingly blurred with increasing need/drive for community/primary healthcare provision for people complex care needs/chronic illness (Lambert et al 2019)

Certificate in Homeless Prevention and Intervention

- Developed in partnership with Dublin Region Homeless Executive and homeless service stakeholders
- Aimed at providing education and training for key workers/case managers in the homeless sector in Ireland
- Undergraduate certificate
- 30 Credits (3 X 10 Credit modules)
 1. Assessment and support planning: process and practice
 2. Socio-economic contexts and needs of people in homelessness
 3. Health, illness and addiction in homeless contexts
- Level 8 (NFQ) Honours Bachelors Degree level

Health, Illness, Addiction & Homelessness Module

Learning Outcomes

1. Analyse the relationships between homelessness, health, mental/physical ill health and addictions
2. Employ strategies that enhance the health and wellbeing of homeless persons and encourage people to safely manage their own health.
3. Recognise and respond appropriately to the signs, symptoms and exacerbating factors associated with common health problems, addiction, mental distress and disorders
4. Respond appropriately in situations where health is at immediate risk of being compromised
5. Establish positive and productive relationships with service users who may exhibit difficulties with communication and behaviour
6. Demonstrate working knowledge of the roles of general and specialist health services and assist service users to access appropriate health service provision



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Module Assessment

Students are required to

- develop, implement and evaluate a ***health promotion initiative*** based on their assessment of a health problem or health risk factor that is prevalent in the service user group with whom they work
- prepare a ***poster*** suitable for display in a residential or ‘drop in’ facility that conveys a clear health promotion message
- present*** this project and poster to the class.

Health Promotion Projects 2012 - 2019

Aspects of health address in CHPI health promotion practice projects 2012-2019 n=213

	No.	%
General physical health (including foot and skin care, health screening, eye care, smoking cessation, dental care, pregnancy care, managing illness, accessing health services	75	35%
Mental health promotion and mental illness	44	21%
Drug/alcohol abuse and harm reduction	40	19%
Nutrition	27	13%
Blood borne disease	13	6%
Domestic violence	6	3%
Sexual health	8	4%

EVERYBODY CAN SEE & FEEL BETTER



**CONTACT
YOUR
KEYWORKER
TO HELP
MAKE THAT
APPOINTMENT**



Get help to quit SMOKING - Life Will be better

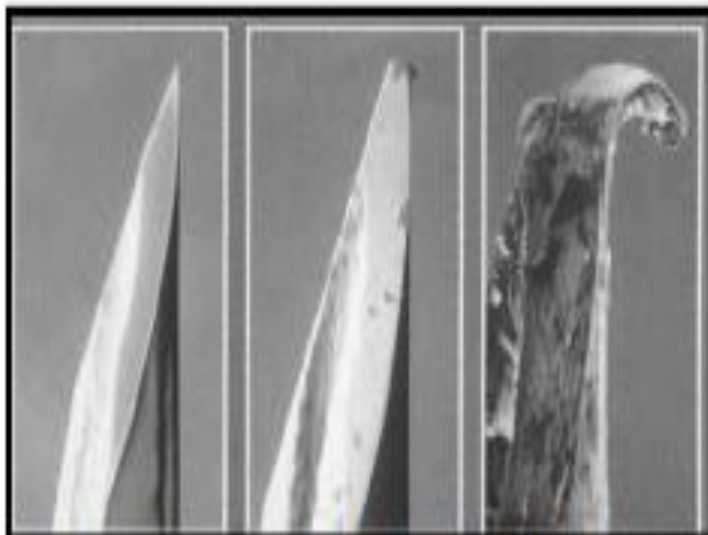
Lets cook and eat together...

- Join staff and volunteers in shopping for, preparing and eating a simple, tasty, healthy meal together.
- **When:** Every Tuesday at 2PM
- **Where:** Kitchen downstairs
- Please let staff know if you would like to join us.
- All welcome!





A needle tip magnified under a microscope



Before use

After 1st use

After 5th use

Rough Sleeper Team Back pack needle exchange



Emergency service available after
4p.m. daily.
FOIL supplied.
Confidential service.
Tel. 01-8720185



ANXIOUS?
WORRIED?
DESPERATE?
LONELY?
DON'T KNOW WHERE TO
TURN?
ISOLATED?
DEPRESSED?

**STEP OUT OF THE BOX!
HELP IS AT HAND!!**



**DON'T STRUGGLE ALONE!
LET US HELP!!**

What Causes Scabies?



The Different Types of Scabies



Scabies Treatment and Holistic Remedies



Scabies is an infestation caused by the *scabiei mite* also known as the human itch mite

Typical scabies,
Nodular scabies,
Infantile scabies,
crusted scabies
complicated scabies

Topical Cream
(Permethrin)
Lotion (Eurax)
Oral (stromectol)

**IT STARTED WITH
AN ITCH
AND NOW I'VE
GOT YOU UNDER
MY SKIN**

If you think you have scabies please visit our Nurse or Doctor

Nurse Opening Times 9:30am - 5pm
Doctor Opening Times 2pm - 5pm
Doctor Opening Times 11pm - 12pm

Monday-Friday
Tuesday - Friday
Friday

MERCHANTS QUAY IRELAND

13-14 Riverbank
Merchants Quay

Web: www.mqi.ie

Email: info@mqi.ie
Phone: (01) 524 0160
Fax: (01) 524 0946

MQI

Merchants Quay Ireland
Homeless & Drugs Services

WISE UP TALKS

WISE UP TALKS

IT WAS ONLY A BIT OF HASH I SAID I COULD STOP ANYTIME

WISE UP TALKS

WISE UP TALKS

IT WAS ONLY A FEW PILLS I SAID I WOULD JUST TRY IT ONCE

Health Promotion Projects 2012-2019

Strategies employed in the projects:

- Group health education
- Staff up-skilling
- Addressing health promotion issues through individual key working
- Involving service users in project design
- Improving access to health care entitlements
- Awareness raising



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- O'Reilly, F, Barror, S, Hannigan, A, Scriver, S, Ruane, L, MacFarlane A, O'Carroll, A. (2013) Homelessness: an unhealthy state. Health status, risk behaviours and service utilisation among homeless people in two Irish cities. Dublin: The Partnership for Health Equity.
- O'Carroll, A. & Wainwright, D. 2019, "Making sense of street chaos: an ethnographic exploration of homeless people's health service utilization", International Journal for Equity in Health, vol. 18, no. 1, pp. 113-113.
- Rae, B.E. & Rees, S. (2015), "The perceptions of homeless people regarding their healthcare needs and experiences of receiving health care", Journal of Advanced Nursing, vol. 71, no. 9, pp. 2096-2107.

