# Sharing the Learning – Implementing the Equality Delivery System for the NHS – EDS/EDS2

## Your details

<table>
<thead>
<tr>
<th>Organisation: Derbyshire Healthcare NHS Foundation Trust</th>
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<tr>
<td>Name/Job title: Kath Butler, Specialist Nurse - CPN Homeless</td>
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### Contact details:
01332 642150

### What are your organisation’s Equality Objectives?
If published, please include the web link:

http://www.derbyshirehealthcareft.nhs.uk/about-us/equality-diversity/eds/

## Title/Theme of Case Study:

EDS Goal 1.2 : Better health outcomes for all - Homelessness - Derby City

## Which EDS Goal does your case study relate to?

*Please tick all that apply*

- ☒ Better health outcomes
- ☐ Improved patient access and experience
- ☐ A representative and supported workforce
- ☐ Inclusive leadership

## Which protected characteristic(s) are covered by your case study?

*Please tick all that apply*

- ☒ Age
- ☐ Disability
- ☐ Gender reassignment
- ☐ Marriage and civil partnership
- ☐ Pregnancy and maternity
- ☒ Race
- ☒ Religion or belief
- ☒ Sex
- ☒ Sexual orientation

## Background information about EDS activity in your organisation:

Include a brief summary of how EDS/EDS2 is implemented in your organisation, including *positives and challenges*, e.g. joint grading with local interests etc.

http://www.derbyshirehealthcareft.nhs.uk/about-us/equality-diversity/eds/
What are you proud of and how has this benefited patients and/or staff?  
Include outcomes for patients, communities or staff as a result of using EDS/EDS2.

**Outcomes**

- Higher percentage of homeless clients having access to healthcare through their own GP and reducing attendance at A&E.
- Building better communications between primary and secondary care.
- Dignity and respect was shown by building a therapeutic and mutually respectful working relationship.
- By working together to achieve positive outcomes.
- Confidentiality respected.

**How was this achieved?**

Include any challenges or barriers to overcome, any partnership working or creative and innovative approaches.

Kath Butler is a Specialist Nurse who works closely with support staff within the homeless units around Derby to ensure that clients have the ability to register with a GP surgery so that they have immediate access to health care. She liaises closely with Wilson Street Surgery who provide three drop-in sessions at Milestone House each week, this works well with this client group due to their chaotic lifestyle, as they often due not engage well with services.

- Each client is offered an assessment of their needs at a time/place that is agreeable to them.
- Due to each client’s differing needs, I will work with them to identify a plan of care that suits the individual and their lifestyle. This could be advocating their needs within housing support or assisting them to access drug/alcohol services.
- Individual plans are agreed and each client is offered support in achieving their identified goals.
- Working closely with clients to build a therapeutic and trusting relationship.
- Supported in accessing services e.g. Women’s centre.
### Top tips:

*What learning could other organisations take from your example above?*

- Treat each person as you would wish to be treated.
- Think outside the box and be a little more creative in your thinking on how to achieve those goals.