

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

Your details
Organisation: Derbyshire Healthcare NHS Foundation Trust
Name/Job title: Kath Butler , Specialist Nurse - CPN Homeless
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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? <i>Please tick all that apply</i>	Which protected characteristic(s) are covered by your case study? <i>Please tick all that apply</i>
<input checked="" type="checkbox"/> Better health outcomes <input type="checkbox"/> Improved patient access and experience <input type="checkbox"/> A representative and supported workforce <input type="checkbox"/> Inclusive leadership	<input checked="" type="checkbox"/> Age <input type="checkbox"/> Disability <input type="checkbox"/> Gender reassignment <input type="checkbox"/> Marriage and civil partnership <input type="checkbox"/> Pregnancy and maternity <input checked="" type="checkbox"/> Race <input checked="" type="checkbox"/> Religion or belief <input checked="" type="checkbox"/> Sex <input checked="" type="checkbox"/> Sexual orientation
Background information about EDS activity in your organisation:	
<i>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.</i>	
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 do 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.