



matrix

March 2014



Looking after you locally



“We can foresee a better NHS that eliminates discrimination and reduces inequality in care.” *Liberating the NHS*
Department of Health 2012



What are we?

The aim of the service is to provide primary care health services for people who frequently find it difficult to appropriate health care: those that are homeless, at risk of homelessness, asylum seekers, refugees, sex workers, Gypsies and Travellers or who are not accessing mainstream GP services for any other reason. The team consists of GP's, Nurse Practitioners, Practice Nurses, Health Visitors and Clinical Support Workers.

Provided by Norfolk Community Health & Care NHS Trust

- Established in 2001.
- At current location since 2010.
- Integration and co-location of the Matrix in October 2013

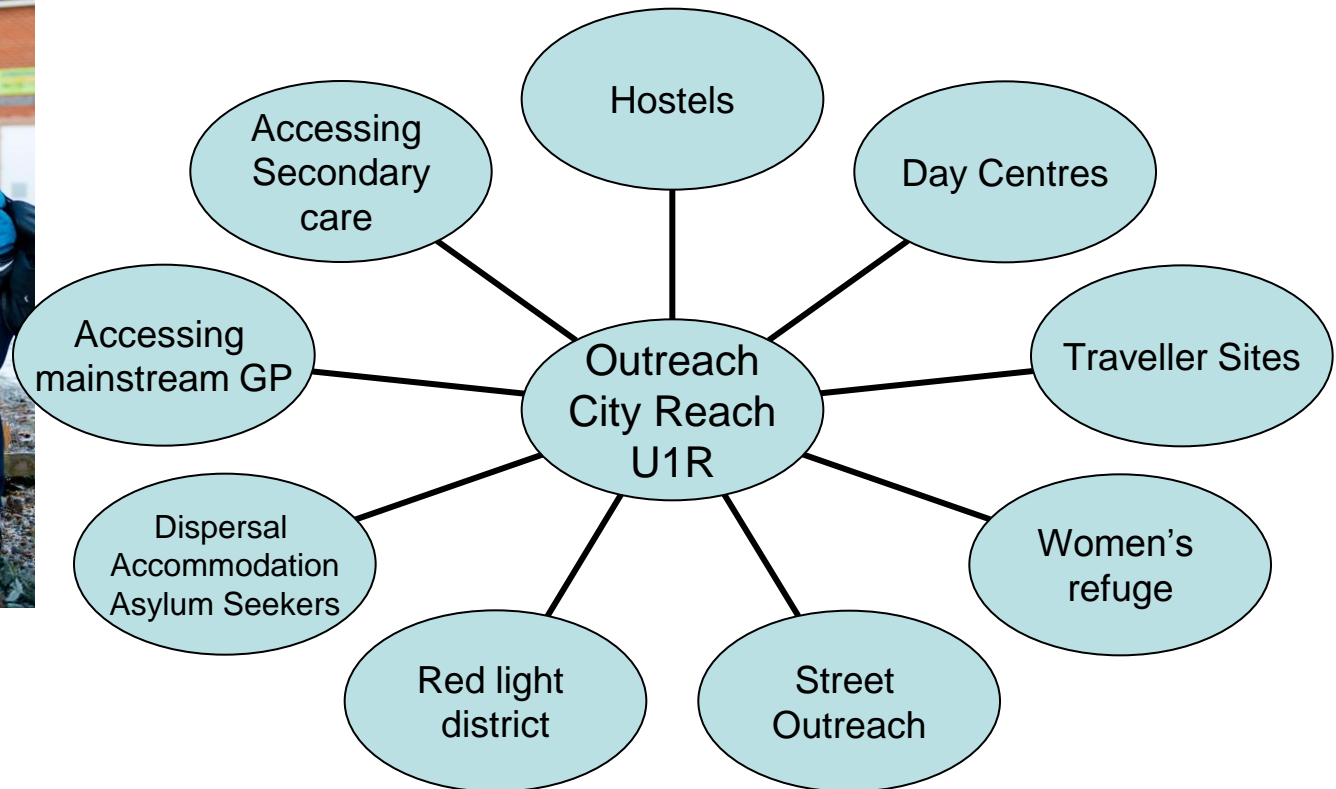


Where are we?



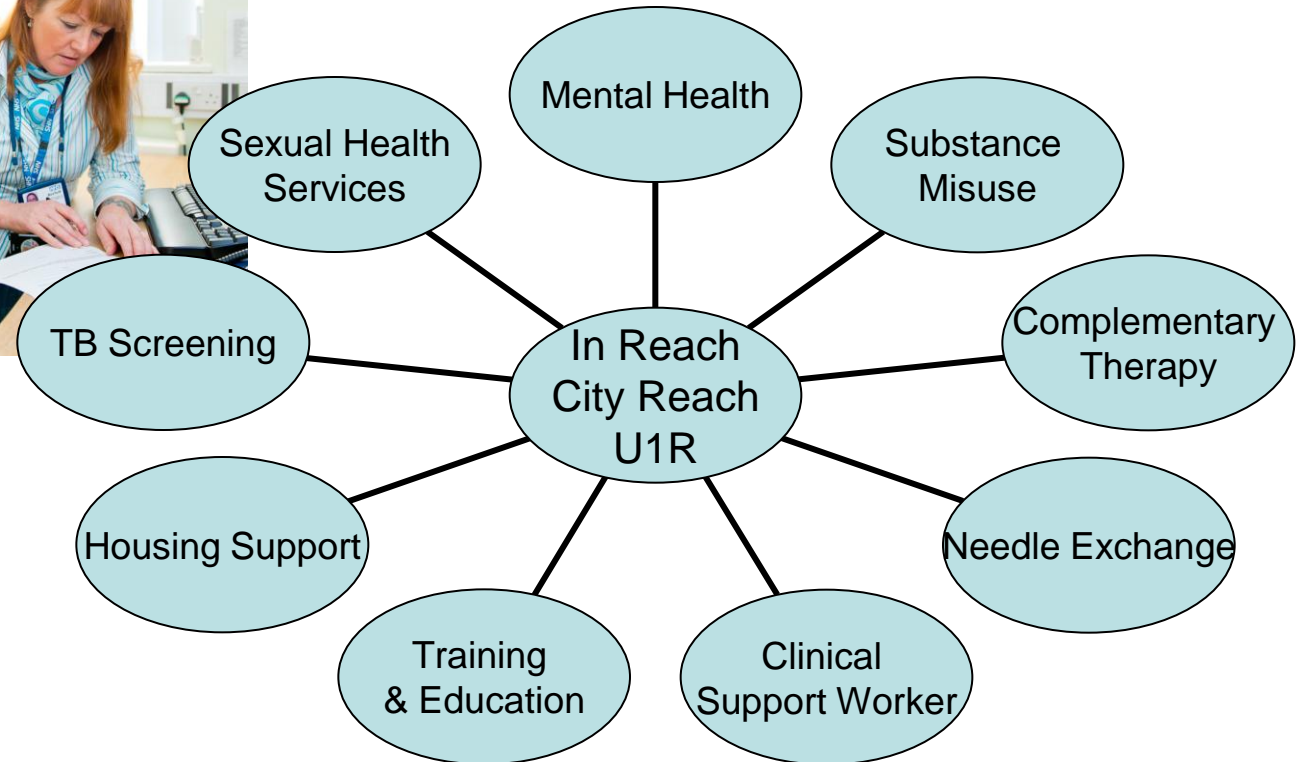


Outreach





In Reach





Who do we see?

1. 400-450 patients accessing the service at any time. Approximately 50 new patients each month and approximately 50 patients leaving the service each month. 90% of deregistering patients are linked in with appropriate healthcare at point of deregistration. We provide approximately 250 nursing and 250 GP consultations each month.
2. 55% of patients have been registered with service under 6 months and 85% under 12 months
3. Sex: 68% Male and 32% female
4. Age: 5% 0-4, 5% 5-14, 16% 15-24, 30% 25-34, 23% 35-44, 13% 45-54, 5% 55-64, 1% 65+
5. Approx Referrals: 75% homeless, 10% Asylum Seekers/Refugees, 5% Gypsy & Traveller, 5% Women's Refuge, 5% Sex Workers

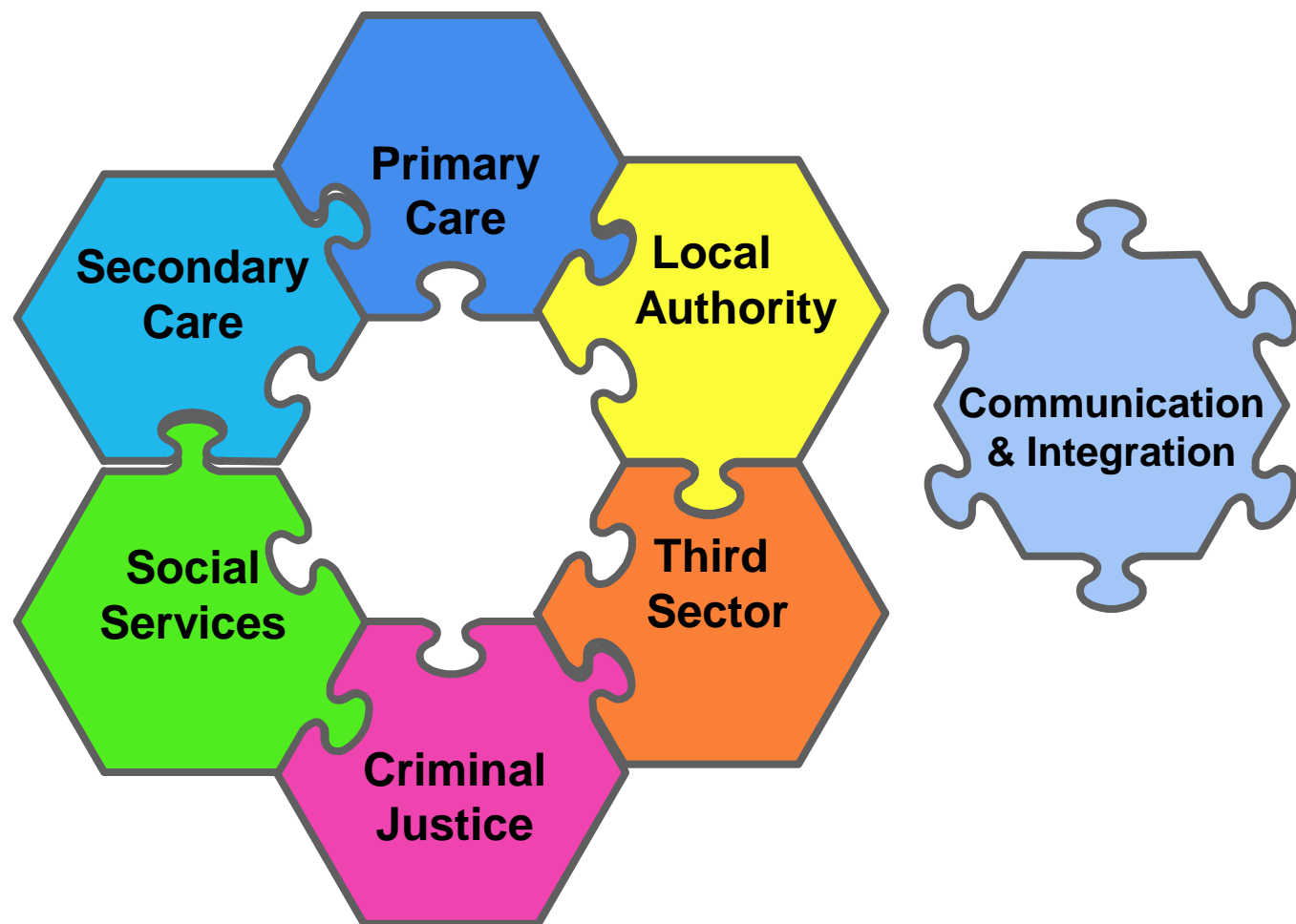


The Jigsaw





The Final Piece





The Completed Puzzle





Summary:

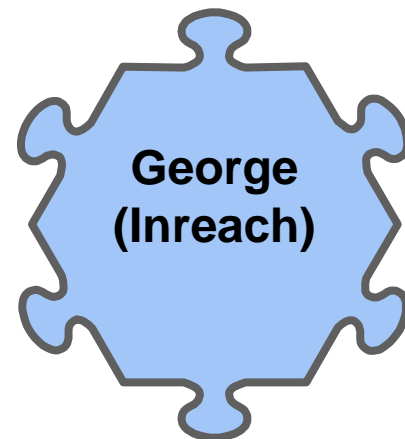
- 1: Age 71
- 2: Multiple exclusions
- 3: Entrenched rough sleeper
- 4: “Difficult to engage” & “Challenging behaviour”
- 5: Frequent user of A&E (Top 5)
- 6: Non priority need for housing
- 7: Problematic alcohol use
- 8: Inappropriate usage of 999 services
- 9: Chronic ill health

Integrated Approach:

- 1: Multi agency rough sleepers forum
- 2: Multi agency case management, including CRASBO
- 3: Joint and coordinated outreach
- 4: Shared care planning and care contract
- 5: Hospital and Homeless Discharge Policy

Outcome:

- 1: Stable Tenancy
- 2: Reduction in inappropriate usage of services
- 3: Reduction in cost to health & social care
- 4: Improved health outcomes





Summary:

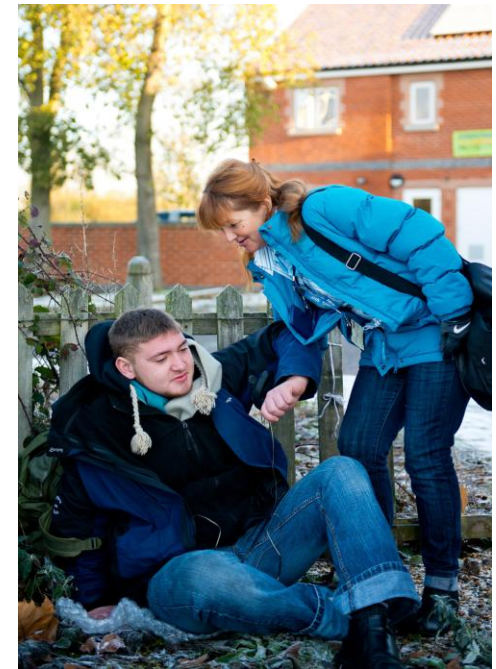
- 1: Age 60
- 2: Entrenched rough sleeper
- 3: Has declined all offers of support for 10 years +
- 4: Challenges with managing public & services anxieties/expectations
- 5: Rights of privacy v duty of care
- 6: Interface between MHA and MCA
- 7: Changing circumstances (SWEP)

Integrated Approach:

- 1: Multi agency rough sleepers forum
- 2: Multi agency case management
- 3: Joint and coordinated outreach
- 4: Shared care planning and care contract
- 5: Hospital and Homeless Discharge Policy
- 6: Joint pro-active publicity rather than reactive

Outcome:

- 1: Appropriate management of risk.
- 2: Balance of privacy v duty of care
- 3: Clear and consistent care plan
- 4: Innovative, if not ideal solutions



This map is based upon or reproduced from Ordnance Survey material with the permission of Ordnance Survey on behalf of the Controller of Her Majesty's Stationery Office © Crown Copyright. Unauthorised reproduction infringes Crown Copyright and may lead to prosecution or civil proceedings. Norwich City Council Licence No. LA 10009747



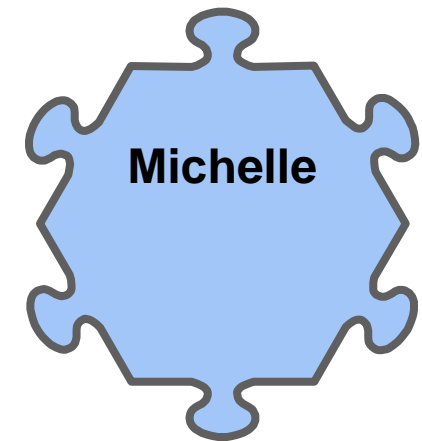
NORWICH HOMELESS SERVICES

- | | | |
|---|---|--|
| <p>1 The Matrix Project
Adelaide Street
Health Centre NR2 4JL
t. 01603 751717</p> <p>☎</p> | <p>7 Pottergate ARC
Pottergate NR2 1DX
t. 01603 663496</p> <p>☎ ☎ ☎ ☎ ☎ ☎</p> | <p>15 Trust Alcohol & Drugs Service
7 Unthank Road
t. 01603 786786</p> <p>☎ ☎</p> |
| <p>2 Shelter
Whitefriars House,
50 Fishergate NR3 1SE
t. 0344 515 1860</p> <p>☎ ☎</p> | <p>8 The Matthew Project
Pottergate NR2 1DX
t. 0800 764754</p> <p>☎ ☎ ☎ ☎</p> | <p>14 Soup Run
The Haymarket</p> <p>☎</p> |
| <p>3 St Martins Housing Trust
Bishopbridge House Hostel
45 William Kett Close NR1 4FD
t. 01603 666563</p> <p>☎ ☎ ☎</p> | <p>9 Norcas Homeless
Outreach Service
35-37 Exchange St. NR2 1DP
t. 01603 766993</p> <p>☎ ☎ ☎ ☎ ☎</p> | <p>15 Timberhill Walk-in Centre
115-117 Castle Mall
NR1 3DD
t. 0300 0300 333</p> <p>☎ ☎</p> |
| <p>4 CAPS - Street Outreach
Bishopbridge House Hostel
45 William Kett Close NR1 4FD
t. 01603 613453</p> <p>☎</p> | <p>10 Norwich City Council
City Hall, St Peters Street
NR2 1NH
t. 0344 980 3333</p> <p>☎ ☎</p> | <p>16 Mancroft Advice Project
Chantry Road NR2 1RF
t. 01603 766994</p> <p>☎ ☎ ☎ ☎ ☎</p> |
| <p>5 City Reach Health Service
Under 1 Roof,
Westwick Street NR2 4SZ
t. 0800 0287174</p> <p>☎ ☎ ☎ ☎ ☎ ☎ ☎</p> | <p>11 The Magdalene Group
61 King Street NR1 1PH
t. 01603 610256</p> <p>☎ ☎ ☎ ☎ ☎ ☎ ☎</p> | <p>17 All Saints Centre
Westgate NR1 3LG
t. 01603 633726</p> <p>☎ ☎ ☎ ☎</p> |
| <p>6 The Big Issue Company Ltd
The Pottergate ARC,
28 Pottergate NR2 1DX
t. 01603 613865</p> <p>☎</p> | <p>12 Kings Community Church
The King's Centre,
King Street NR1 1PH
t. 01603 610256</p> <p>☎ ☎ ☎ ☎ ☎</p> | <p>18 YMCA Norfolk
John Drake House
10 Winals Yard NR1 3GA
t. 01603 877950</p> <p>☎ ☎ ☎ ☎</p> |

To report someone sleeping rough call 0344 980 3333 or email: roughsleepers@norwich.gov.uk

KEY

- | | | | |
|---|---------------|---|------------------|
| ☎ | Washing | ☎ | Substance Misuse |
| ☎ | Healthcare | ☎ | Advice |
| ☎ | Sexual Health | ☎ | Food |
| ☎ | Beds | ☎ | Self Referral |
| ☎ | Open 24/7 | ☎ | Shower |



Summary:

- 1: Age 28
- 2: Multiple exclusions
- 3: Unstable accommodation
- 4: “Difficult to engage” & “Challenging behaviour”
- 5: Frequent and short detentions in HMP.
- 6: Ongoing substance misuse
- 7: Sex worker
- 8: Children currently looked after by Local Authority
- 9: Chronic ill health
- 10: Sexual and physical assaults

Integrated Approach:

- 1: Partnership working, including the Police & HMP
- 2: Multi agency case management
- 3: Joint, targeted and coordinated outreach
- 4: Shared care planning and care contract

Outcome:

- 1: Immediate support offered on recent release
- 2: Appropriate referrals between services
- 3: Reduction in cost to health & social care
- 4: Improved health outcomes



Matilda

- 1: Age 33
- 2: Trafficked to UK
- 3: Dispersed asylum seeker
- 4: HIV + and active TB
- 5: Not accessing appropriate health care
- 5: Post Traumatic Stress Disorder
- 6: Poor housing
- 7: Social and cultural isolation
- 8: Non English speaker

- 1: Norwich Asylum Seeker & Refugee Forum
- 2: Multi agency weekly drop-in at the Red Cross
- 3: Shared asylum seeker dispersal protocols
- 4: Health and social care orientation
- 5: Befriending scheme

- 1: Timely and appropriate access to services
- 2: Support with accessing mainstream accommodation
- 3: Reduction in social/cultural isolation

Looking after you locally





NORWICH SUPPORT SERVICES FOR REFUGEES, ASYLUM SEEKERS AND THOSE WITH NO RECOURSE TO PUBLIC FUNDS

- | | | |
|---|--|--|
| 1 British Red Cross
11 Prince of Wales Road,
Norwich, NR1 1BD
t. 01603 623041
 | 7 Citizens Advice Bureau
St Crispins House,
St Georges St, NR3 1PD
t. 0844 4111444
 | 13 CILC
85 Prince of Wales Road,
NR1 1DG
t. 01603 662077
 |
| 2 City Reach Health Service
Under 1 Roof, 100-102
Westwick Street, NR2 4SZ
t. 0800 612481
 | 8 The ARC
28 Pottergate, NR2 1DX
t. 01603 683496
 | 14 Contraception and Sexual
Health Clinic (CASH)
Grove Road, NR1 3RH
t. 01603 287345
 |
| 3 Norfolk Social Services
Camow House,
301 King Street, NR1 2TN
t. 0344 8008020
 | 9 Norwich City Council
City Hall, St Peters Street,
NR2 1NH
t. 0344 9803333
 | 15 Pharmacy - Riverside
Unit 5, Riverside Way Retail
Park, Albion Way, NR1 1WR
t. 01603 662894
 |
| 4 MIND
50 Safe Road,
Norwich, NR7 9TP
t. 01603 432457
 | 10 Post Office
Castle Mall, Castle Meadow,
NR1 3DD
t. 0845 7223344
 | 16 New Routes
Unit 6, Beckham Place,
Norwich, NR3 3DZ
t. 01603 662 648
 |
| 5 Timberhill Health Centre
Walk-in Centre
115-117 Castle Mall, NR1 3DD
t. 0300 0300 333
 | 11 Norwich Jobcentre Plus
Klin House, Pottergate,
NR2 1BZ
t. 0845 6043719
 | 17 CAPS
Bishopbridge House, 45
William Kett Close, NR1 4FD
t. 01603 666563
 |
| 6 A&E
Norfolk & Norwich Hospital,
Colney Lane, NR4 7UY
t. 01603 286286
 | 12 Police
Public Enquiry Office,
Bethel Street, NR2 1NN
t. 101
 | 18 Bridge Plus
The Blue House,
19 Muspole Street, NR3 1DJ
t. 01603 877950
 |

KEY

- | | | |
|------------|----------------------|----------------|
| Healthcare | Shower | Sexual Health |
| Washing | Advice | Legal Services |
| Food | Open 24/7 | Self Referral |
| | Accommodation Advice | |

Produced by



Published February 2013



Aspirations:

1: MEAM: <http://meam.org.uk/>

That in every local area people experiencing multiple needs are:

Supported by effective, coordinated services, empowered to tackle their problems, reach their full potential and contribute to their communities.

Making Every Adult Matter (MEAM) is a coalition of four national charities – Clinks, DrugScope, Homeless Link and Mind – formed to influence policy and services for adults facing multiple needs and exclusions. Together the charities represent over 1600 frontline organisations working in the criminal justice, drug and drug treatment, homelessness and mental health sectors.

**Please
don't give
to street
beggars**



**Support local
charities instead.**

Donate directly to St Martins
Housing Trust by texting
'MYCC05', followed by your
donation amount '£1, £5, £10
etc' to '70070' or visit
[www.norwich.gov.uk/
makechangeount](http://www.norwich.gov.uk/makechangeount).



MAKE YOUR CHANGE COUNT



Where are we?

City Reach Health Services
Norfolk Community Health & Care NHS Trust

Under 1 Roof
Westwick Street

Norwich

Norfolk

NR2 4SZ

T: 01603 612481

F: 01603 883429

Freephone: 08000287174

E: city.reach@nhs.net