

A photograph of a man in a black hoodie with the hood up, looking towards a man in a white shirt whose back is to the camera. They are in a large, industrial-style hall with a high, vaulted ceiling and large windows. Other people are blurred in the background.

# Wigan & Leigh Homeless Palliative care project

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- Funding of 25k received from the Masonic Foundation to Improve access to Palliative and end of life care for Homeless and vulnerably housed in Wigan
  - Homeless palliative care facilitator employed for 6 months May 2023
  - Focus on changing outcomes for those who have a life limiting illness/deteriorating health and are homeless or vulnerably housed.





# Rationale for project

- The homeless and vulnerably housed population faces premature mortality, with an average age of 43 for women and 45 for men (ONS 2021)
- Lack of opportunity for palliative and end-of-life care discussions.
- Wigan has a significant number of homeless and vulnerably housed individuals, many of whom have multiple underlying health issues.
- Hospices may not always be viewed as an option or be desirable, leading to low numbers of referrals for homeless individuals.
- Staff members lack education and training in identifying deteriorating health conditions and principles of palliative and end of life care

# CQC 'A second class ending' (2017)

- Discrimination is common
- Homeless individuals may feel excluded from society
- Complex relationships with health and social care services
- Usually not identified as approaching the end of life early enough
- Variation across the UK in commissioning homeless services



# HEADLINES

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## Deaths of homeless people in Wigan revealed in shock figures

Office for National Statistics figures show an estimated 17 homeless people died in Wigan between 2013 and 2019.

## Hundreds of people homeless in Wigan on any given night

Hundreds of people were homeless in Wigan on any given night in 2022, new estimates suggest.



## Rise in the number of Wigan people without a place to call home

More households in Wigan were estimated to be homeless at the start of this year than the previous one, new figures show. Published 9th Aug 2023,





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## Priorities in Wigan 'Raising Awareness & 'Buy In'

- Stakeholder event July 2023 to share the vision for palliative and end of life care for all homeless and vulnerably housed individuals across the borough of Wigan.
- Discussions around 3 key questions
- Learning from tried and tested models from across neighbouring localities in Greater Manchester.
- There were 33 attendees, including representatives from community outreach teams, Homeless solutions, commissioners, case managers, and Hostel support staff.



# Pilot areas identified

## The Oak formerly the Mercure hotel

- Temporary accommodation for homeless during covid 19, now long to short stay option for homeless in wigan with roughly 63 residents.

## Railway Road

- offer a wide range of property types, totalling 230 units of quality, fully furnished, safe and secure accommodation across Wigan & Leigh, and the service is for homeless adults aged 16+ as well as families.

## ABEN

- A Bed Every Night is a commitment to provide a bed, welcome, hot meal and support for anyone sleeping rough. Offering temporary accommodation .

# Developing Relationships

**Bridging the gap between services, vital to the success of the project.**

- Shadowing outreach teams.
- Visits and discussions with services and service users.
- Learning needs analysis
- Offering Education and training as part of the PDT offer
- Identifying Champions in each pilot area.





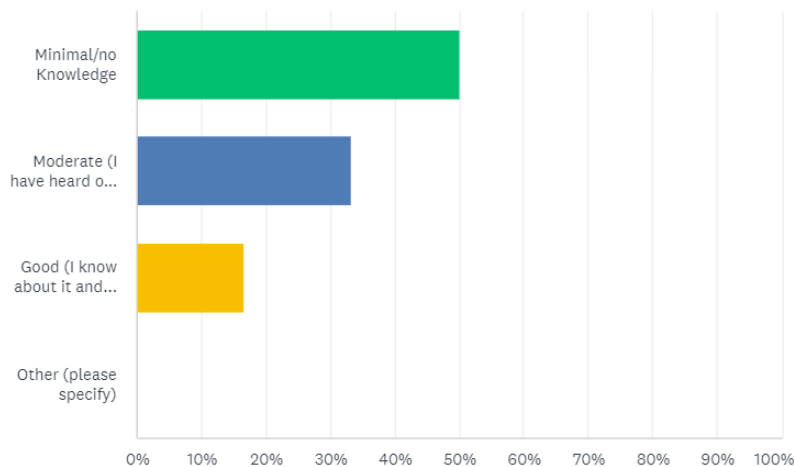
- Staff often lack the necessary training to recognise deteriorating health conditions in homeless and vulnerably housed individuals.
- This can have a significant impact on their ability to provide adequate care, particularly for those who are at the end of their life.



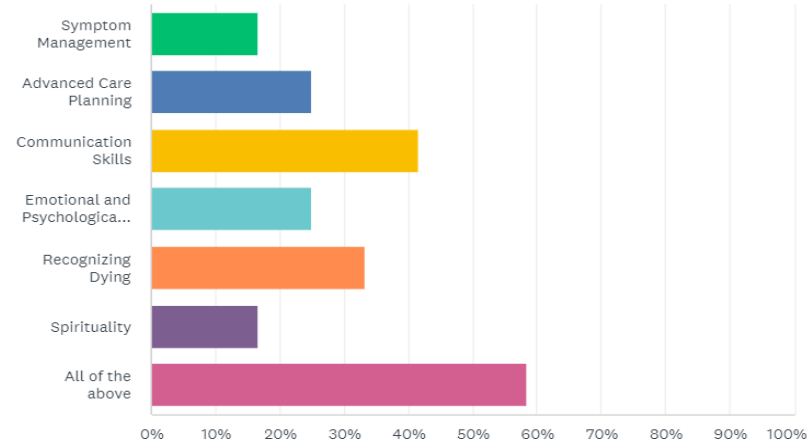


# HOMELESS SERVICES SURVEY RESULTS

- How would you rate your knowledge of palliative and end of life care.?



- What aspects of palliative care do you feel you would need training on??





Survey results:  
when asked If  
you were  
supporting  
someone in  
need of  
Palliative or  
end of life care,  
what would be  
your  
challenges?

"Not enough knowledge.  
The building itself  
possibly not being  
appropriate. Appropriate  
move on referral's  
completing What support  
agencies are out there to  
support."

"Not knowing what to do."

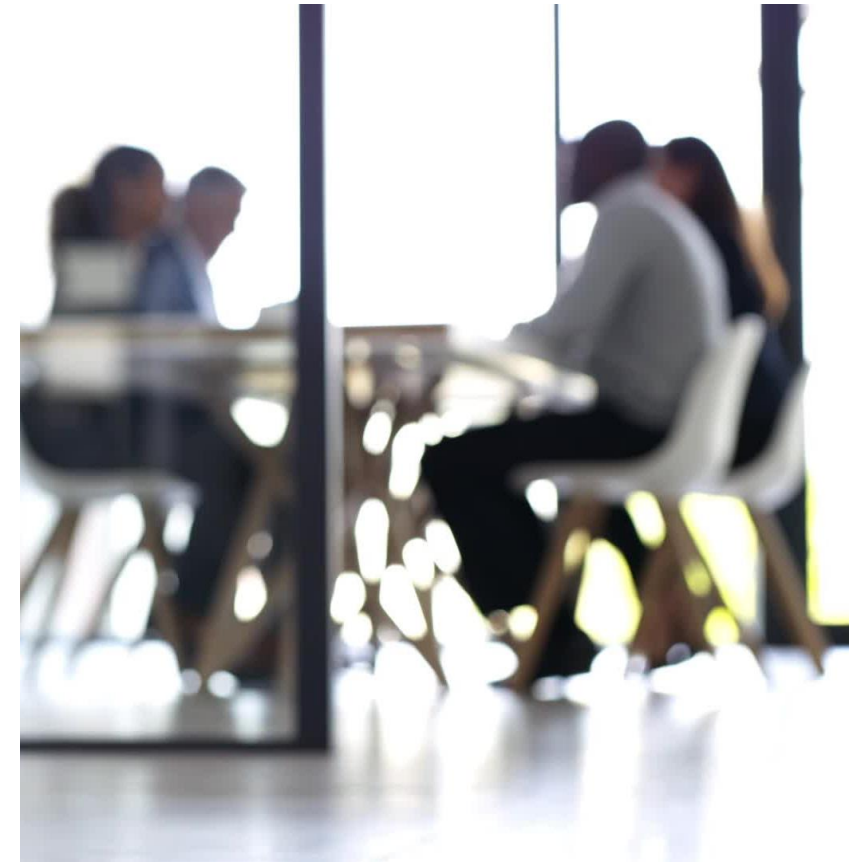
"The provision where I  
work is not appropriate  
i.e., no plug sockets in  
rooms for equipment,  
very high risk of cross  
contamination."

"understanding their  
emotional state and  
what care is on offer  
to them."

# Impact

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- A collaborative approach has been enabled through building relationships with services and recognised as a familiar visitor.
- Education sessions commenced looking at the identification of the deteriorating person, whilst also offering a wide range of core training packages already available, in person and online.
- Coding meetings( tried & tested model) taking place on a regular basis at the homeless service, with identified staff to recognise cause for concern'
- By increasing awareness, these individuals can be informed of their options and empowered to make choices that align with their needs and values.





# Case study

- 38-year-old male asylum seeker
- Living in temporary accommodation in Wigan
- Deteriorating health – found to have metastatic colon cancer
- Admitted to Christie for potential surgery, but not carried out due to advanced stage of disease
- Medically optimised
- Liaison between Christie team and WLH
- WHISPAR referral sent
- Listed for hospice IPU admission
- Plans to manage this gentleman in more secure accommodation upon discharge from hospice

# LEARNING TO DATE ....

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**In the realm of homeless services, a one-size-fits-all approach is impractical. Success hinges on flexibility, patience, and adaptability.**

Key considerations include:

- 1. The importance of being a familiar and approachable presence within the service, characterized by a non-judgmental attitude. Building relationships and earning trust is paramount, necessitating strong communication skills.
- 2. Acknowledging that homeless services often operate at maximum capacity, any integration efforts must prioritize simplicity in the referral process to minimize the burden on support staff.
- 3. Identifying and empowering designated champions within these services, adequately trained and educated, could be the linchpin for successfully identifying signs of deterioration in service users and facilitating access to hospice support.





# Next Steps

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- A referral pathway and literature to be produced to promote the service.
- Community of practice meeting planned for early November 2023 to join groups of other professionals to promote interprofessional discussions.
- Ongoing education offer for homeless support staff, face to face and online.
- Working to secure new funding options - current end date Nov 23
- Continuing to train more staff members in recognising deteriorating health conditions and providing appropriate care.
- Role modelling delivery of good end of life care with support staff
- This will help to ensure that those who require palliative, or end-of-life care receive it in a timely and compassionate manner.

