



Plymouth Alliance for Complex Needs

Best for people using services

August 2021

Useful Contact Details:

PCC Retained Client Function Alliance Advice Line 01752 304401 (Mon-Th 9-5pm, Fri 9 – 4:30)

Alliance Induction

The Alliance Induction session will offer a brief overview of the Plymouth Alliance to new staff, volunteers or those who want to know more about the Alliance. It will cover the history of the Alliance, a brief overview of the organisations within it and provide an overview of future plans and its day to day work. There will also be an opportunity to ask questions. The first session is:

Friday 3rd September 11- 12:30 pm

This session will be delivered via Zoom – if you would like to book a place please contact Ellie Jarvis at ellie.jarvis@nhs.net

VOLUNTEERS WANTED !

Plymouth Soup Run

The team has been delivering a much-needed service for many years in the City. Following recent conversations with Hilary Knight, Soup Run Co-ordinator, we are offering all Alliance staff the chance to go out with them and not only see their work at first hand but be prepared to offer support and advice to people using the service. Soup Run teams have found having Alliance staff present has proved to be very beneficial and we would like to build upon this. In the first instance if you are interested can you please contact Hilary directly to make the necessary arrangements. You can email her at

info@plymouthsoup.run.org.uk

Peer Reviewers needed

The Alliance is looking for volunteers to create a group of Peer reviewers to look at Care Plans and Housing Support Plans across the complex needs system.

All clients engaged in services will have an individualised care/support or housing plan that is owned by the client, created and based on their agreed identified needs, that is reviewed and updated regularly. The Alliance would like to have a small group of staff who would be willing to visit organisations across the Alliance to look at the plans to identify themes, with a view to developing and sharing best practise. Peer review is about peers evaluating work done by others in the field.

If you would like to become part of this exciting development opportunity please give your details to Sharon Tucker. This will be followed up with a date for an initial meeting.

The latest **One Devon bulletin** gives updates on the work undertaken by the Integrated Care System for Devon, including news on the new Community Mental Health Framework. For further info visit [One Devon Bulletin](#)

Alliance and Partner training

Alliance Mandatory Training

The Mandatory training sessions are nearly full. **Please can we ask that staff attend their booked session unless it is unavoidable.** If you are unable to attend please check whether a colleague is able to swap instead so that we can ensure all staff are guaranteed a place.

Remaining dates:

Motivational Interviewing – 16th & 17th August

Promoting Good mental health – 13th, 24th, 27th & 28th September

Please email sharontucker1@nhs.net to book your place

UPDATE: Alliance Certificates for the training are now being rolled out to all attendees.

The Tenancy Training programme has been developed and is facilitated by Path. Tenancy Training is suitable for staff, volunteers and people who work in housing or related services.

The training aims to help staff support their clients in understanding and accessing private rented tenancies. Looking at rights, responsibilities and affording and securing a tenancy. Training is delivered by at least one Path Renting Support Service worker. Training will currently be delivered via video call (MS Teams).

Please contact Dave Ringwood by e-mail at David.Ringwood@pathdevon.org to book a place.

Tuesday September 14th 10.30 – 12.30

Thursday September 16th 1.30-3.30

Tara Wilkinson at PATH is offering some **Rough Sleeper/Homelessness and A2A training.** This will ideally be targeted at newer members of staff or staff in the Alliance not working directly in housing.

Dates are as follows:

24th September 10am-12pm

29th October 10am-12pm

If you would like to book a place please contact Tara at Tara.Wilkinson@pathdevon.org



PLYMOUTH & DEVON

racialequalitycouncil



FREE ONLINE REFUGEE AWARENESS TRAINING

The 31st of August

11am-1 pm

*Book your place by sending an email to
Lavinia Porfir at :*

l.porfir@plymouthrec.org

*Once the booking is confirmed you will
receive the link to the Zoom online training*

PPE Training for Alliance staff

Belinda Caslake, Senior Infection Prevention Practitioner is offering PPE training for client facing staff working with those who are homeless/vulnerable.

This is a good opportunity to refresh your learning, particularly with the rising covid cases in Plymouth.

The training will be one session online on MS Teams, around 1 hour, with the opportunity to arrange additional sessions.

If you would like to book a place for yourself or team members, please register your interest via this link

<https://www.eventbrite.com/e/162787717445>

A day in the life of...a Soup Run Co-ordinator

I'm up at 7am, thinking of the list of jobs to be completed today. My mind is still trying to process the conversations and requests from yesterday! It's a constant process of managing and overseeing this 365-day service and helping the team leaders to deliver the best quality service and support that they can to the people who use the Plymouth Soup Run; people for whom "the soup run is like a lifeline" and who "don't know how half of us would live without it".

It's Sunday, which means, prior to Covid, there would have been a Soup Kitchen at Shekinah as well as the usual Soup Run. As team leader for the evening the majority of the organisation falls to me together with the excellent team of volunteers who support on a Sunday. But it also means I need to get up and going.

Following a collection from the Co-op depot on Saturday afternoon, the next is on Sunday at 7.30am. After breakfast I jump in the car to go to our local Co-op store that has been supporting the Soup Run for the last few years. I collect various boxes of food, ready to be sorted. Once sorted, I see a few gaps that need filling and write my shopping list accordingly. Just as I'm heading out the door, the phone rings – I answer it as I don't want to miss someone who needs help. It's a local company who have some clothing they want to donate. After a quick conversation and identification of the address, I add this to the list of jobs to complete today.

After a trip to the shops and an unexpected stop off to collect the donated clothes, it's over to Shekinah to start the food preparations. With over 100 meals to prepare this is the most time-consuming part of the day. There are eggs to boil, sandwiches to make, snack bags to pack, hot meals to prepare and cook and packaged food to be labelled with the allergens listed. Fortunately, with the help of the fantastic volunteers, many whom help out every Sunday afternoon and evening, we get everything sorted in a few hours. Once the food preparation is completed everyone works to set up a food station outside of Shekinah (to adhere to current COVID regulations) and to go out on "the run". On a Sunday, the run mirrors the main soup run that takes place Monday-Saturday, stopping at various places around the city. Taking food out to these various spots is extremely important for those who are not able to come down to Shekinah due to distance, illness, or other barriers. Clothes, blankets, and toiletries are also sorted, ready to be distributed to people who need them. Keeping up with the request for sleeping bags has been a challenge lately!

Around 6.45pm, we start serving outside Shekinah, much to the delight of the people who are waiting! The volunteers are assigned to their roles and service commences. Although we assemble as much as possible outside Shekinah I still seem to run in and out and up and down the stairs over 20 times each night! Meanwhile, the team going out on the run load up their cars and have a well-earned drink before they depart at 8:30 pm, only returning to Shekinah once the Run has finished around 10.15 p.m.

Throughout the night, food, clothing, and blankets are distributed. But the soup run is about much more than just food; it's about developing relationships and providing emotional support as well. As volunteers we build up relationships with people and many come for a chat, to tell us about their week, share their worries and concerns and also to celebrate their good news. We look out for the regulars and try to check in with those we know are going through a particularly tough time or trying to manage physical or mental health concerns. Anyone new to rough sleeping is a priority and time is given to support them so a referral can be made to the rough sleepers' team, ensuring they get access to the broad range of support they may need. We also give out advice about dental treatment, how to access a GP and referrals are made to a wide range of services.

We try and do whatever we can to make life a little easier for those we meet. A bus ticket is purchased for a man who is rough sleeping so he can attend his grandad's funeral, a phone call is made to Sunflower, an e-mail sent to the Complex Lives Outreach team and clarification sought on access to dental treatment. We are also delighted to meet a woman who has been placed in Plymouth by Cornwall Housing and has come down for a chat and some food.

It's 9.30pm and the evening is winding down. Fortunately, this has been a relatively quiet night with no major issues to manage or deal with. We've just got the team who went out on the run to return with any updates and, of course, there's the tidying up to do! The rubbish has to be tied up and put out, clothes have to be returned to the appropriate boxes and put in the storeroom, washing-up finished, sides and tables cleaned, the floor mopped, toilets checked and so it goes on! As the list of jobs starts to diminish there's a chance for me to catch up and check in with the amazing volunteers. Not only to ensure they have some support to deal with and process any stories or conversations they have had through the evening that may be upsetting or challenging, but also to thank them for their tireless support and dedication. The soup run is entirely staffed by volunteers, and the smooth running of the evening is dependent upon their ongoing commitment and hard work.

By 10:30p.m. We are almost ready to finish tidying up and lock the doors at Shekinah but not before we have a chat about how many people we fed, who we saw during the evening and whether there were any queries or concerns. This information is subsequently shared through the soup run internal blog to ensure the team leaders on duty the following night know what to expect and so that other professionals have the necessary information to follow up with individuals. I complete this once I get home before finally getting to bed around 11.30pm – before I start to dream about the social media posts that I'll need to write when I get up on Monday morning!

Hilary Knight – Soup Run Co-ordinator.



Changing Futures update from Jackie Kings

Following a number of multi-agency workshops earlier this year which a number of you may have attended (thank you!), a bid was submitted to the MHCLG and National Lottery funded Changing Futures Programme.

The bid sought to deliver a whole system transformation programme for people experiencing multiple disadvantage including homelessness, substance use, domestic abuse and sexual violence and perpetrator work. Our bid focused on transformation capacity, infrastructure development, a lived experience team to embed in practice, whole system workforce development, peer research and prototyping for innovative approaches.

We have now received the great news that we have been successful and have been awarded £2,478,750 over the next 3 years.

Next steps are to work with partners to set up The Changing Futures Board, put a recruitment plan in place and get on with some of the exciting work contained within our bid!!

We were one of only 21 shortlisted authorities to progress to the application stage and only 1 of 15 areas awarded the funding.

The programme was summarised as follows:-

“The Changing Futures Programme will bring together a selection of local areas that are committed to working with government and with each other over an initial three-year period (2021/22 to 2023/24) to improve outcomes for people experiencing multiple disadvantage (adults experiencing three or more of the following five: homelessness, substance misuse, mental health issues, domestic abuse and contact with the criminal justice system). Together, the programme partners will develop local delivery models, deliver system change and test a new joined-up approach between government and local partners that will shape future government policy.

The link to the full prospectus can be found here:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/943316/Changing_Futures_Programme_-_Prospectus_for_local_EOIs.pdf

Good news from Harbour

I have been working with an older client for a few years now who has cancer and was told he has 6 months to live, 10 months ago. I feel so privileged to share this journey with him and we have amazingly deep conversations about his health and his feelings around dying. It gives me a whole new perspective on life and the work we do. He was homeless at the start of his cancer and was struggling to bid on properties, so I requested additional support from the MARS team at PATH and they assigned Jacky Jennings to his case. We managed to secure him a lovely bungalow in a quiet area of Plymouth and Jacky and I deliver a food parcel and have a chat every 2 weeks or so.

The client was hoping to reduce his methadone to zero before he died and has now had to accept this will not happen, but he has not used illicit drugs for a few years now and is engaging well with health professionals.

Jacky and I arrived as usual this week to deliver the food (supplied by Food Provide) to be greeted by the client saying he was getting married in 10 minutes and would we stay! It was planned for the following week but due to Covid and staff self-isolating it was moved forward at very short notice.

Jacky and I were present for the wedding in his front room and the registrar was so kind and understanding - it brought tears to my eyes. Jacky even became the ring bearer, and I took photos - what a day!

I have worked in this field for many years and have seen/experienced many things, but this is possibly the best workday EVER!

It is so difficult to work with end-of-life clients, but it is not all doom and gloom - sometimes we are the only people they can be truly honest with about their thoughts and feelings. Don't be fearful of asking the awkward questions, the clients can benefit greatly from having someone a little removed from their family circle to discuss their fears and wishes with.

It has been an absolute joy working with Jacky on this case and being part of this clients' journey - we know we have supported him during the worst time, but the amount of humour and honesty never ceases to amaze me

Suzanne Bloomfield